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# Chapter 1: Introduction

## 1.0 Introduction

Aviation Services, Ltd. (Air Carrier Certificate Number AVSA040A) conducts its operations under the name Freedom Air. Within this manual, it shall be understood that all references to Aviation Services, Ltd. or Freedom Air are inclusive of each other. Where used in this manual, the terms "company" or "the company" refer to Aviation Services, Ltd., unless explicitly stated otherwise within the context of the reference.

### 1.0.1 Guidance for Employees

**[FAR 119.43(b)(2)]**

The employees of Freedom Air receive basic guidance for company operations, maintenance, and management policies and procedures in compliance with FAR 121 through the company manual system. The goal of the manual system is to provide instruction and information necessary for personnel to perform their duties in accordance with the applicable federal aviation regulations (FARs) and to the highest degree of safety possible. Suggestions for changes to the manual that enhance safety, passenger convenience, or efficiency of operations are encouraged. Compliance with company policies, FARs, and the requirements of each operations specification is mandatory.

### 1.0.2 References to External Publications

**[FAR 121.135(b)(3)]**

To facilitate cross-referencing, federal aviation regulations, AVSA Operations Specifications, and related company manual sections are indicated parenthetically where appropriate. As the various company manuals are revised to reflect changing policies and procedures, minor deviations may become evident. It is the manual holder's responsibility to contact supervisory personnel for clarification. Company officers and supervisors may supplement this manual when necessary with detailed instructions in the form of training bulletins, memoranda, and interoffice correspondence for daily operations.

### 1.0.3 Gender-Neutral Reference

Where used in this manual, typically gender-specific terms such as he, his, or him are considered to be gender-neutral and are used with reference to both male and female genders.

### 1.0.4 Regulatory Words/Phrases

Shall is used in an imperative sense. May and should are used in a permissive sense to do the act prescribed, and the phrase no person may… or a person may not… means that no person is required, authorized, or permitted to do the act prescribed. Include(s) means "include(s) but are/is not limited to...".

### 1.0.5 Page and Paragraph Numbering

This manual's page numbering system is composed of a two-block digit whereby the first block refers to the chapter. The second block refers to the page of the chapter. For example, 2-4 is page four of chapter 2. Paragraphs shall be numbered with the first block in accordance with the chapter number, and the second block signifying the sequential paragraph number. In paragraphs, these two blocks will be separated by a period. For example, 2.5 is paragraph five of chapter 2. Sub-paragraphs follow the same guidelines, adding a third block to signify the sequence of such sub-paragraphs.

### 1.0.6 Change Bar

The table of contents will show a bar to the right of the listed item to indicate(within the latest revision) a change, addition, or deletion that affects the corresponding paragraph. For the pages within the manual chapters, each paragraph or sub-paragraph that is changed will display a bar in the right margin, indicating which text was revised.

## 1.1 Flight Attendant Manual

### 1.1.1 Distribution

The following methods of distribution are used:

- Hand delivery - Materials will be physically given to the intended individual.
- COMAT (company materials) - Materials will be shipped via company aircraft to the desired location.
- Freedom Air website - http://filemanager.freedomairguam.com

It shall be understood that receipt of any distributed material from Technical Publications signifies notification that a manual update has been issued to all manual holders.

All subsequent revisions to this manual shall be distributed to the following departments and personnel, using the corresponding methods of distribution.

| | |
|---|---|
| FAA Principal Inspectors | Freedom Air Website |
| Technical Publications | Hand Delivery |
| Director of Operations | Hand Delivery |
| Director of Training | Hand Delivery |
| Dispatch Office | COMAT |
| All Part 121 Aircraft | Hand Delivery |
| All Flight Attendants | COMAT - Mailboxes at Dispatch Office |

### 1.1.2 Internet Distribution

All company publications and subsequent updates will be made available to all company personnel and FAA inspectors on the Freedom Air website. All manual holders are assigned a username and password for secure web access. All documents available on the website are intended to be viewed via computer and not printed at any time. Documents that have not been approved or accepted by the FAA are stored on the website, in a ‘drafts’ folder, and are not to be used by company personnel at any time, under any circumstances.

Manual holders to whom electronic copies have been issued (as a replacement for paper copies) will rely solely on the company website.

### 1.1.3 Access to Forms

Throughout this manual, various company forms are referenced. These forms and their respective instructions are furnished, where applicable, at all company stations and departments, as well as on the company web site.

## 1.2 Manual Updates

### 1.2.1 Responsibility

**Ensuring Currency**

It is each manual holder's responsibility to ensure that his manual is kept current at all times. Revisions and bulletins should be inserted immediately after receipt.

**Reading and Comprehending Content**

It is imperative that all manual holders wholly comprehend all contents of this manual. When bulletins and revisions are distributed, all manual holders shall read and understand the changes made to the manual content. Any individual who notices an apparent or perceived error, inconsistency, or omission must inform his supervisor of the matter.

### 1.2.2 Filing Instructions

**Revisions**

When a revision is received, the manual holder will -

1. Remove and destroy all pages superseded by the new revision, including all bulletins;
2. Replace with the new content; and
3. Record the relevant information in the record of revision.

**Bulletins**

When a bulletin is received, the manual holder will -

1. Insert the bulletin control page directly behind the log of bulletins;
2. Insert all bulletin pages according to the control page; and
3. Record the relevant information in the log of bulletins.

**NOTE:** For electronic issuances, the manual holder shall login to the website and familiarize himself with the noted revision/bulletin.

### 1.2.3 Suggestions

Suggestions for improving and/or correcting manual format or content are encouraged. Manual holders shall route all manual suggestions to their immediate supervisor. All supervisors will route all received suggestions to the technical publications coordinator.

## 1.3 Acknowledgement

Each revision and bulletin will be distributed with a Publications Issuance Form (FA-0040). Upon filing of all received material, the manual holder will sign and indicate date in the acknowledgement block. The signature indicates the manual holder's compliance with company procedures for manual control.

### 1.3.1 List of Effective Pages

Technical Publications will keep the list of effective pages (LEP) with the original FAA stamp in a separate binder. Copies of the LEP will be issued in each manual. Should the LEP be stamped or signed after distribution of the manual, the stamped/signed LEP will be distributed to all manual holders with instructions to replace the existing LEP.

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# Record of Revision

## RR.0 Record of Revision

| Revision Number | Date of Revision | Date Entered | Entered By |
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| 17 | 05/01/09 | 07/01/09 | |
| 18 | 10/09/09 | 10/20/09 | |
| 19 | 4/28/10 | 4/30/10 | |
| 20 | 10/12/10 | 10/14/10 | |
| 21 | 9/28/11 | 9/29/11 | |
| 22 | 11/2/11 | 11/25/11 | |
| 23 | 1/02/12 | 1/13/12 | |
| 24 | 3/26/12 | 3/29/12 | |
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# Chapter 2: Administration

## 2.0 Flight Operations Department Structure

- General manager
- Director of operations
- Lead flight attendant
- Flight attendants

## 2.1 Lead Flight Attendant

The lead flight attendant is responsible for the following tasks:

1. Supervise the procedures of all flight attendants;
2. Ensure that all procedures are accomplished in accordance with company policies, procedures, and appropriate federal aviation regulations;
3. Assist flight attendants with any questions that they may have;
4. Report any material or training deficiencies on an Incident Report;
5. Participate in risk analysis upon the request of the director of safety regarding specific instances;
6. Perform line evaluations of flight attendants; and
7. Debrief flight attendants upon the completion of each line check or IOE.

**NOTE:** When vacant, this position's tasks will be assumed by the director of operations.

## 2.2 Flight Attendant

**(FAR 121.467, 121.391, & 121.393)**

Freedom Air's flight attendant will exercise control of the cabin during flight and shall maintain a courteous contact with the passengers in the aircraft. The flight attendant is responsible to the director of operations. His three basic functions are:

1. Preflight
    a. Checks in at Dispatch at least 45 minutes before flight time;
    b. Checks for pertinent weather information, bulletins and operations memorandums at the Dispatch office;
    c. Checks the aircraft/cabin in accordance with company procedures;
    d. Ensures that adequate provisions are on board; and
    e. Be on board the aircraft prior to passenger boarding.
2. Boarding
    a. Welcome passengers on board aircraft;
    b. Assist passengers with carry on baggage and seating;
    c. Assuring that cabin and passengers are secured for taxi; and
    d. Coordinate with the pilots for the passenger count and cabin ready signal.
3. Taxi and Flight
    a. Conduct passenger announcements and briefings;
    b. Provide for courteous in flight service; and
    c. Be trained and knowledgeable in emergency procedures.

His specific duties, responsibilities, and authority are:

1. To coordinate with the flight crew in order to ensure proper communications in normal and emergency procedures;
2. To maintain proper control of abnormal situations regarding passengers; and
3. To issue necessary instructions and information for the safety for each flight in regards to cabin and passenger safety.

# Chapter 3: General Policies & Procedures

## 3.0 Chain of Command

FAR 121.533 establishes the full control and authority of the pilot in command over all other crew members and their duties from the time they report for duty until termination of the flight. The captain's instructions are to receive compliance from other crewmembers, even if they differ from written procedures or other instructions. Other crewmembers should bring any order that differs from written procedures to the captain's attention; however, if the order still stands, it is to be complied with without question. The pilot in command is responsible for the safety of the passengers, crewmembers, cargo, and airplane.

The established chain of command on the aircraft is -

1. Captain;
2. First officer; and
3. Flight attendant.

## 3.1 Operational Control

**(FAR 121.535) (Extracted in part)**

Each pilot in command has full control and authority in the operation of the aircraft, without limitation, over other crewmembers and their duties during flight time, whether or not he/she holds valid certificates authorizing him/her to perform the duties of those crewmembers.

No pilot may operate an aircraft in a careless or reckless manner so as to endanger life or property.

## 3.2 Responsibility and Authority of Pilot in Command

**(FAR 91.3)**

A. The pilot in command on an aircraft is directly responsible for, and is the final authority as to, the operation of that aircraft.

B. In an in-flight emergency requiring immediate action, the pilot in command may deviate from any rule of this part to the extent required to meet that emergency.

C. Each pilot in command who deviates from a rule under paragraph B of this section shall, upon the request of the administrator, send a written report of that deviation to the administrator.

## 3.3 Carriage of Persons Without Compliance With The Pax-Carrying Requirements of FAR 121

**(FAR 121.583)**

When authorized by Freedom Air, the following persons, but no others, may be carried aboard an airplane without complying with the passenger-carrying airplane requirements of the above regulations:

1. A crewmember;
2. A company employee;
3. An FAA air carrier inspector, a DOD commercial air carrier evaluator, or an authorized representative of the National Transportation Safety Board (NTSB), who is performing official duties;
4. Any person necessary for -
   a. The safety of flight;
   b. The safe handling of animals;
   c. The safe handling of hazardous materials;
   d. A courier with valuable or confidential cargo; or
   e. The preservation of perishable cargo, experiments on, or testing of cargo containers or handling devices, or the operation of special equipment for handling cargo;
5. A person listed above when deadheading to an assignment;
6. A person performing duties as an honor guard;
7. A military courier or a flight crewmember of another commercial operator or military operation; or
8. A dependent of an employee of the certificate holder when traveling with the employee on company business.

Freedom Air will not operate an airplane carrying a person covered above, unless each person has unobstructed access from his seat to the pilot compartment or to a regular or emergency exit.

The captain must have a means of notifying each person when smoking is prohibited and when seatbelts must be fastened. The airplane has an approved seat with a seatbelt for each person. The seat must not be in a position to interfere with crewmember duties.

Unless the company has signed an agreement with another certificate holder or the passenger is a Freedom Air employee, the general manager must approve all ACM requests before the PIC may approve the request.

The flight attendant's seat may be used on cargo-only flights in accordance with FAR 121.583. This seat does not require admission to the flight deck.

The captain has the authority to allow any person covered under this paragraph to be admitted to the cockpit.

The PIC is responsible for ensuring that the ACM, either in the flight deck or in the flight attendant's seat during cargo only operations, is briefed on the following:

1. Smoking;
2. Use of seatbelts and shoulder harnesses;
3. Location and operation of emergency exits;
4. Location and operation of emergency equipment including the PBE; and
5. Calling to the attention of the pilots any unsafe or unusual events that affects the safety of the flight.

## 3.4 Requirements for Flight Attendant

**[FAR 121.391(a)(1)] (Extracted in part)**

Freedom Air shall provide at least one flight attendant on each passenger-carrying airplane having a maximum payload capacity of 7,500 pounds or less and having a seating capacity of more than 19 but less than 51 passengers.

### 3.4.1 Certification

The flight attendant is responsible for giving the training records clerk a copy of his current flight attendant certificate, including any renewed, newly issued, or reissued FAA certificate.

The flight attendant must possess an FAA-issued flight attendant certificate and provide it upon request within a reasonable period of time, defined by the FAA as 15 days. Upon notification of the FAA that an individual has demonstrated the proficiency to be a flight attendant, the individual will be considered to be holding a certificate and treated as such.

## 3.5 Flight Attendant Training

It is the responsibility of each flight attendant to attend all scheduled training classes required to maintain current/qualified status.

### 3.5.1 Initial Operating Experience

In accordance with FAA-approved initial training, flight attendant trainees are required to accomplish an initial operating experience (IOE) ride for qualification. The flight attendant receiving IOE may not serve as a required crewmember.

**FAR 121.434 (e)**

A flight attendant must, for at least 5 hours, perform the assigned duties of a flight attendant under the supervision of a flight attendant supervisor qualified under this part who personally observes the performance of these duties… (in part)

(in part)….flight attendants who have satisfactorily completed training time acquired in an approved training program conducted in a full scale (except for length) cabin training device of the type airplane in which they are to serve may substitute this time for 50 percent of the hours required by this paragraph.

### 3.5.2 Recurrent Training

**(FAR 121.427) (Extracted in part)**

A. Recurrent training must ensure that each crewmember or dispatcher is adequately trained and currently proficient with respect to the type airplane (including differences training, if applicable) and crewmember position involved.

B. Recurrent ground training for crewmembers and dispatchers must include at least the following:

   1. A quiz or other review to determine the state of the crewmember's or dispatcher's knowledge with respect to the airplane and position involved;

   2. Instruction as necessary in the subjects required for initial ground training by §121.415 (a), as appropriate, including emergency training (not required for aircraft dispatchers); and

   3. For flight attendants and dispatchers, a competence check as required by §121.421(b) and 121.422(b), respectively.

C. Recurrent ground training for crewmembers must consist of at least the following programmed hours unless reduced under § 121.405:

   - For flight attendants, group I - turbo propeller-powered airplanes, 10 hours.

## 3.6 Flight Attendant Standard Operating Procedures - Phases of Flight

### 3.6.1 Phase 1

**Reporting for Duty**

A. Prior to reporting for duty ensure you have the following:
   1. Airport SIDA badge;
   2. Company badge; and
   3. Passport.

B. Report to duty at Dispatch Office 45 minutes prior to departure.

C. Sign in and meet captain for flight briefing.

**Preflight Check**

A. Boarding aircraft - check ladder security.

B. Emergency equipment check:
   1. Fire Extinguishers (2) -
      a. Expiration date; and
      b. Security.
   2. Flight attendant life vest (check package is not opened, secured and expiration date);
   3. PBE (security, date and moisture indicator is not pink);
   4. Operation of emergency exits;
   5. First aid and emergency medical kit (check seal not broken and date);
   6. Lavatory smoke detector (test operation);
   7. Flashlight (1) security and operation (off/on);
   8. Emergency egress lighting system (check operation);
   9. Above row 10 in bin -
      a. Extra safety briefing cards; and
      b. Extra life vest (3 each) -
         i. Infant (with briefing cards); and
         ii. Adult/Child.

C. Check flight attendant galley area:
   1. Flight attendant panel;
   2. All lights, including boarding and roof;
   3. Public address system;
   4. Flight attendant seat and seat belt;
   5. Galley setup;
   6. Galley door and hot jugs latch;
   7. Cleanliness of area; and
   8. Check for FOD.

D. Lavatory:
   1. Door operation;
   2. Trash bin operation of flap;
   3. Toilet appearance;
   4. Placard for smoking and fine;
   5. Waste panel clear of FOD and loose objects; and
   6. Lavatory occupied light.

E. Begin Survey for -
   1. Overall cleanliness of cabin;
   2. Foreign object debris (FOD) and loose items;
   3. Seat cushions (condition/cleanliness);
   4. Seat belts (Crossed);
   5. Seat back pockets for briefing cards and airsick bags;
   6. Seat Headrest covers;
   7. Check placards on seat back (life vest under seats);
   8. Tray table upright and locked position;
   9. Seat Security and sturdiness;
   10. Seat belt extensions (Overhead bin above Row 10);
   11. Extra documents under Seat 9A; and
   12. Bag tags in back of flight attendant seat

### 3.6.2 Phase 2

**Board Passengers**

A. Pre-boarding - Anyone requesting including those with disabilities and/or minors.
B. Stand at door and greet passengers.
C. Watch for large carry on bags and have bag tag ready.
D. If needed, discreetly give a seat belt extension to those who need one.
E. Perform welcome briefing.

**Prior to Closing Door**

A. Check seat belts fastened and seat backs in upright position.
B. Check tray tables stowed.
C. Check overhead baggage properly stowed, and bins latched.
D. Perform exit row briefing to passengers seated in row 1 and 10.
E. Check that lavatory is empty.
F. Check service items stowed and secured.
G. Check you have all proper documentation.
H. Perform passenger count and inform PIC of -
   1. Passenger count;
   2. Passengers seated and cabin ready; and
   3. Emergency equipment secured.

I. Inform passenger service agent of number of passengers seated in each emergency exit rows.

J. Close the door.

**After Closing Door**

Sterile cockpit begins.

### 3.6.3 Phase 3

**Taxi**

**NOTE:** Immediately inform the cockpit if you are not ready to taxi, must stop the taxi or must return to the gate.

A. Perform Before Takeoff and Safety Briefings.

B. Sit down and fasten seat belt/shoulder harness.

C. If there is a lengthy delay, visually recheck cabin and perform apology announcement.

D. Upon completion of all briefing, inform cockpit that cabin is secured and ready.

**Departure**

A. Cockpit will signal ready immediately prior to takeoff.

B. Mentally review emergency procedures and commands/ 30 second review.

### 3.6.4 Phase 4

**After Takeoff - Enroute**

A. Seat belt sign cycled, one chime, remain seated announcement - begin service.

B. If sign is not cycled and/or cockpit announcement, remain seated w/seat belts ON.

C. Seat belt sign cycled/ turned off at altitude, end of sterile cockpit.

### 3.6.5 Phase 5

**Descent**

A. Seat Belt Sign turned on or cycled if on or turned on, (one chime).

B. Sterile cockpit in effect.

C. Make descent announcement.

D. Collect all service items.

E. Check seat belts, tray tables, overhead bins.

F. Check carry on baggage properly stowed.

G. Check galley secured.

H. Check lavatory.

I. Call cockpit that cabin is being ready and give any special requests (e.g., wheelchair).

J. Be seated and perform 30 second review.

K. Final Chime/All secured.

### 3.6.6 Phase 6

**Arrival**

A. Make arrival announcement.

B. When A/C comes to complete stop and. seat belt sign is OFF.

C. Open door and deploy stairs.

D. Wait for Customs (if required) and gate agent.

**Disembark Passengers**

A. Thank passengers for flying with us.

B. Assist with passengers with disabilities and ensure mobility aides are ready.

C. Escort unaccompanied minor to gate agent.

D. Check for any items left on aircraft.

E. Press reset off button on panel 12p.

F. Prepare cabin for next flight (Phase 1 item B).

G. Confirm next flight.

## 3.7 Required Duty Items

Flight attendants are required to carry the following items while on duty:

- Current Flight Attendant Manual, stowed above row 10;
- Company identification or AOA badge;
- Watch;
- Flashlight, located on aircraft;
- Pen; and
- A valid U.S. passport or valid green immigration card.

## 3.8 Duty Station

**(FAR 121.391 (d))**

During takeoff and landing, flight attendants shall be located as near as practicable to floor level exits. During taxi (surface movement), flight attendants shall remain at their duty station with safety belts and shoulder harness fastened, except to perform duties related to the safety of the airplane and its occupants.

## 3.9 Flight Attendant Personal Conduct

Advertising - Wearing, advertising and/or selling of merchandise/services to passengers or other employees while in company uniform or on duty is prohibited.

Company business discussion - Careful discretion must be used regarding discussion of company business matters, information and procedures with persons outside the company. This includes discussion of travel privileges. Awareness of volume and content is necessary when conversing with fellow crewmembers. Interviews with news media are not permitted without approval of the general manager.

Company property - Removal or borrowing of company property is not permitted without specific supervisor permission. The removal of passenger service items, food or beverages from an aircraft is strictly prohibited. The use of company time, materials or facilities for any purpose not specifically authorized is not allowed.

## 3.10 Personal Dress/Travel Attire

All Freedom Air employees and family members are expected to maintain dress and appearance standards that are representative of general business attire. Specific requirements are listed in the Non-Revenue Travel Guide available at any pass issuing office. Dress requirements for travel on other carriers should be confirmed through that carrier's reservation office.

## 3.11 Sleeping

Sleeping is strictly prohibited when it interferes with duty assignments.

## 3.12 Tips of Gratuities

Acceptance of tips or gratuities is not allowed, unless such refusal would cause insult or embarrassment. Solicitation of tips/gratuities is not permitted.

## 3.13 Wearing Uniform Articles

It is the responsibility of each flight attendant to comply with the uniform standards. Flight attendant uniform articles are to be worn only when enroute to and from duty and while on duty. The uniform articles may be worn for promotional/commemorative occasions at the request of or with the approval of the company. The uniform or any identifiable part of the uniform may not be worn into an establishment where alcoholic beverages are sold or served. This does not preclude entering an establishment for meal service when other suitable places are not available.

## 3.14 Identification Badges

Freedom Air operates from airports that have an airport operating area (AOA). Each airport authority issues its own AOA identification. This i.d. is to be displayed in accordance with each airport's SIDA program, in full view, on the upper half of the body.

The following working crewmembers may carry the acceptable i.d. badge:

- Crewmembers on the airplane while actively involved in completing their assigned duties;
- Crewmembers while completing the required walk-around; and
- All other air carrier employees including crewmembers in uniform must wear the acceptable i.d. badge in non-public, air carrier, and airport areas. This badge must be worn on the torso, on the outermost garment of clothing.

## 3.15 Drugs & Alcohol

**(FAR 91.19 & 121.455)**

No person may act as a crewmember of a civil aircraft:

A. Within 8 hours after consumption of any alcoholic beverage;

B. While intoxicated;

C. While having 0.04% or more alcohol in the blood; or

D. While using any drug that affects a person's faculties in any way contrary to safety.

Freedom Air operates in compliance with FAR 91.19 and does not operate its aircraft within the United States with knowledge that narcotic drugs, marijuana, and depressant or stimulating drugs or substances, as defined in federal or state statutes, are carried in the aircraft. Exceptions to this policy are carriage of narcotic drugs, marijuana, and depressant or stimulant drugs or substances authorized by, or under any federal or state statute of, any federal or state agency.

### 3.15.1 Consumption of Alcoholic Beverages While Deadheading

The alcohol testing regulations require random testing of crewmembers to occur while the employee is performing, just before, or just after the employee has ceased performing safety-sensitive functions. Deadheading to or from a flight assignment, for purposes of the alcohol testing rules, is not considered performing safety-sensitive duties. The consumption of alcoholic beverages on any scheduled deadhead is prohibited. A scheduled deadhead is any deadhead flight contained in an assigned pairing.

The drinking of alcoholic beverages is not allowed under the following conditions:

- At any time while wearing a Freedom Air uniform;
- During the eight-hour period immediately preceding a scheduled trip or reserve duty (FAR 91.17);
- At any time while assigned to reserve status;
- At any time while on duty, including deadheading time; or
- At any time while jumpseating.

### 3.15.2 Passengers Under The Influence of Alcohol/Drugs

Federal aviation regulation 121.575 states in part that, "no certificate holder may allow a person to board any of its aircraft if that person appears to be intoxicated or under the influence of drugs (except for medical reasons)". Since a passenger may become intoxicated or under the influence of drugs after checking in without the knowledge of ground personnel, the flight attendant is responsible for reporting any passenger who appears to be in such condition to the captain and ground personnel.

During flight, should a passenger who appears to be under the influence of alcohol or drugs create a disturbance, the in-flight disturbance procedures are to be followed. These procedures are found in paragraph 5.6.

When dealing with a passenger in this situation, use terms such as "appears to be intoxicated" when referring to his condition.

### 3.15.3 Drugs Purchased in Foreign Countries

Drugs which are purchased by flight attendants in any foreign country and are carried back into the United States, must abide by the following requirements:

- The drug must be accompanied by the prescription issued by a physician and it must be in the original container.
- The prescription must accurately reflect the type of drug, the quantity prescribed and the condition, which is being treated.

Failure to possess such prescription upon request of Customs will result in confiscation of the drug and may lead to prosecution. Drugs, which are listed in the Controlled Substance Schedule, due to the high rate of abuse, are subject to intense examination to ensure legitimacy of use.

### 3.15.4 Medications

Medications for flu and common cold should be taken with caution. Over-the-counter medications should not be used if they display a warning that they cause drowsiness and should not to be used while operating equipment. When in doubt, ask the director of operations and lead flight attendant. They will consult with a medical facility.

### 3.15.5 Drug & Alcohol Testing

**(FAR 121.457, 121.459)**

The FAA has established an anti-drug program which mandates drug testing of all airline personnel in safety sensitive and security related positions, including flight attendants. Flight attendants are not to use drugs while on duty.

The following types of testing are required:

- Pre-employment;
- Periodic;
- Post- accident;
- Reasonable cause;
- Return to duty; and
- Random.

All covered company employees will be tested for drugs and alcohol in accordance with the approved Anti-Drug and Alcohol Testing program.

Freedom Air drug and alcohol testing procedures are in compliance with FAR 121.457 and 121.459.

### 3.15.6 Alcoholic Beverages

**(FAR 121.575)**

Federal aviation regulation 121.575 prohibits the consumption of alcohol onboard an aircraft unless it has been served by the airline. Freedom Air does not serve alcoholic beverages as a company policy.

If a passenger does not comply with the requirement that alcohol will NOT be served by Freedom Air, or if a disturbance is caused by a person appearing to be intoxicated, the in-flight disturbance procedures are to be followed. Freedom Air is required by the FAA to report such instances within 5 days. All flight attendant reports are to be submitted as soon as possible.

## 3.16 Food & Beverage Service

**(FAR 121.577)**

It is Freedom Air policy to not move an airplane on the surface, take off, or land -

- When any food, beverage, or tableware furnished by the company is located in any passenger seat;
- Unless all food & beverage and seat-back trays are secured in their stowed positions; and
- Unless each passenger service cart is secured in its stowed position.

## 3.17 Retention of Items of Mass in Passenger and Crew Compartments

**(FAR 121.576) (Extracted in Part)**

It is Freedom Air's policy to provide and use a means to prevent each item of galley equipment, when not in use, and each item of crew baggage, which is carried in a passenger or crew compartment, from becoming a hazard by shifting under the appropriate load factors corresponding to the emergency landing conditions under which the airplane was type certified.

## 3.18 Briefings

### 3.18.1 Crew Briefing - Captain's Standard and Security Briefings

**Standard Briefing**

The captain will conduct a crew briefing each day or when there is a crew change. The briefing should include an introduction of the crewmembers, departure, enroute and destination weather, appropriate open logbook write-ups, and other pertinent information the captain considers necessary for the safe conduct of the flight. In order to standardize crew briefings, the following information is considered to be the standard crew briefing. If there is anything the captain desires to be conducted differently, it will be discussed as an exception to the standard crew briefing.

(The above information is not intended to outline all duties for which the crew is responsible, but only to clarify those duties/responsibilities covered by the standard briefing.)

**Security Briefing**

Prior to beginning a flight or a series of flights with a particular crew, the captain will brief the crew on the specific manner in which the pilot in command wants in-flight incidents to be managed.

Prior to each flight segment, the captain will brief the crew on any significant irregularities or occurrences that may affect the security of the flight.

The flight attendant or pilots will be notified of the presence of a Federal Air Marshall (FAM) on board the aircraft and of all specific threat information received from the FAM's team. The FAM must be notified of any LEO, VIP, deportee, or prisoner on board the aircraft.

The identity of the FAM must not be disclosed to passengers or anyone else who does not need to know.

The flight attendant will manage unruly or abusive passengers unless the situation requires law enforcement action. If the FAM intervenes, the flight attendant will follow his instructions. A crewmember may be asked to make an announcement that a FAM is on board.

### 3.18.2 Passenger Briefing Requirements

**(FAR 121.571)**

**Safety Briefing**

The FAR and company requirements for the content of the Safety Briefing are incorporated into the announcements located in chapter 11 of this manual. The order and content is to be followed to ensure consistency and compliance.

The safety briefing must be given prior to each takeoff and must include the items listed in FAR 121.571:

- No-smoking regulations including when, where and under what conditions smoking is prohibited;
- Briefing must inform passengers that federal law prohibits tampering with, disabling, or destroying any smoke detector in an airplane lavatory, smoking in lavatories and, when applicable, smoking in passenger compartments;
- Compliance with lighted information signs, posted placards, and all crewmember instructions;
- Location of emergency exits and floor proximity lighting;
- Use of safety belts and how to fasten and unfasten;
- Location of required emergency flotation means; and
- Explanation of Safety Information Card.

The safety briefing may be given by electronic means if it is available.

**Individual Briefing**

Passengers require an individual briefing for a variety of reasons. They may be physically challenged or unaccompanied minors. It is the responsibility of the flight attendant to ensure that each individual, requiring special assistance, is given an individual briefing prior to departure.

Guidelines to follow are:

- If individual is unable to move to an exit without assistance, the briefing must include an explanation of where and when to exit, and an inquiry shall be conducted as to the most appropriate manner in which the individual may be assisted.
- They will exit through the nearest exit in use after all other passengers have deplaned upon command of the flight attendant.
- Information delivered to the remainder of the cabin occupants via the Safety Briefing must be reviewed with the individual, if applicable.
- All information contained in safety/service announcements is to be reviewed with each special assistance passenger, as applicable.

## 3.19 Weight & Balance/Customer Count

The flight attendant is responsible for:

1. Ensuring that each passenger sits in his assigned seat;
2. An accurate passenger count is given to the captain;
3. Reseating any passenger as requested by the captain or dictated by the exit row seating requirements;
4. Only with the captain's approval, fulfilling any passenger reseating request; and
5. Ensuring that passengers remain in their assigned seats.

## 3.20 Death of an Employee or Passenger

In the event of an apparent death onboard an aircraft, no member of the flight crew shall make the pronouncement of death.

No passenger, even though he may be professionally qualified, is to make the pronouncement of death.

The station of intended landing will be notified by the cockpit crew and arrangements will be made for the individual to be taken to a hospital where death may be pronounced in accordance with usual procedures.

Flight attendants are to complete thorough documentation of the event on the Incident Report (Form FA-0006). The Incident Report is found in the flight attendant documents pouch on the aircraft.

## 3.21 Emergency Communication/Notification Procedures

In the event of an emergency, the cockpit will notify the flight attendant by pressing the flight attendant call button 3 times which will give a series of three double chimes. This signal indicates that an emergency exists which requires immediate communication with the cabin crew. Upon hearing this signal in the cabin, the flight attendant is to proceed directly to the cockpit for instructions from the captain.

Should the emergency notification originate from the cabin, the flight attendant will press the pilot call button numerous times, to indicate that there is an emergency situation at hand. The pilot in command will decide if it is necessary for the flight attendant to proceed to the cockpit for instructions from the captain.

For entrance to the cockpit, the flight attendant should either request entrance via the interphone or by prearranged knock signals. The pilots will know the code in advance.

**Aborted Take-off**

If a takeoff is aborted and there is no need for passenger evacuation, the cockpit will give the PA command of "remain seated" as soon as possible. The flight attendant is to keep the passengers calm and in their seats until the captain is able to make an announcement.

**Flight Attendant Initiated Evacuation**

In a situation where the flight attendant must take immediate evacuation action in the interest of safety, the flight attendant will attempt to contact the cockpit prior to initiating an evacuation. If conditions exist where danger is obvious and imminent, and contact with the cockpit is not possible, the flight attendant will initiate the evacuation.

The criteria for a flight attendant-initiated evacuation are:

1. Cremember incapacitation - the pilots are incapable of issuing the evacuation command
2. There is obvious or imminent danger (smoke, fire, water in the cabin)
3. There has been sudden impact and the aircraft has stopped

**Signals to Indicate Stages of Flight**

Prior to takeoff, the cockpit crew will cycle the “seatbelt” sign to signal the flight attendant. At this stage the flight attendant should be seated with shoulder harness and seatbelt fastened about her. The first “seatbelt” sign cycle after take-off is to indicate to the flight attendant that it is safe to get out of her seat and begin preparations for cabin services. The “seatbelt” sign will again be cycled at the end of climb and beginning of decent, signifying the end or beginning of sterile cockpit. Before final approach, another “seatbelt” cycle will be given. This indicates to the flight attendant that she should now be seated with shoulder harness and seatbelt fastened about her for landing.

**Seatbelt Sign On/Off**

The captain will turn off the fasten seatbelt sign at his discretion. It is the responsibility of the flight attendant to ensure that an announcement is made. When the “fasten seatbelt” sign is turned on, the flight attendant will make the appropriate seatbelt announcement.

In the event that enroute turbulence is encountered, the flight attendant will be called to state that the illumination or cycling of the “seatbelt” sign is for turbulence only, and the appropriate announcement is to be made.

Announcements are found in the chapter 11 of this manual.

## 3.22 Inoperative Cabin Equipment

It is the responsibility of the flight attendant to report to the captain when any cabin equipment discrepancies or irregularities occur. The discrepancy will be confirmed by the captain and documented. If the discrepancy affects the airworthiness of the aircraft, the captain will record the discrepancy in the Flight Maintenance Log. If it is a non-airworthiness item, such a passenger convenience or cosmetic item, the flight attendant or captain will document the discrepancy in the Cabin Discrepancy Log (Form FA-0135), located in the cockpit. Every 24 hours, the log will be checked by a mechanic who will process the entry. Upon completion of a log, it will be sent to the Operations department for a trend analysis.

**Non-Airworthiness Guideline:**

| **Entrance** |
|---|
| Boarding music |
| Floor coverings |
| Cabin lighting (except for emergency lighting) |
| **Main Cabin** |
| PSU - lights, vents, call button |
| Arm rests |
| Sidewall/ceiling panels |
| Moldings |
| Soiled seat covers |
| Carpeting |

| **Lavatories** |
|---|
| Flushing system |
| Lighting system |
| Air vents |
| **Galley** |
| Coffee maker |
| Galley lighting |
| Trash container |
| Drain |
| Floor covering |

**Airworthiness Guideline**

| **Entrance** |
|---|
| Exit operation |
| P/A and interphone |
| F/A seat assembly/belt restraints |
| **Lavatory** |
| FAA required signs/placards |
| Smoke detector |

| **Main Cabin** |
|---|
| Overhead bins that do not latch properly |
| Seat tray-tables that do not stay locked in the closed position |
| Emergency floor lighting |
| **Galley** |
| Galley equipment latches |

## 3.23 Irregular Operations/Delays

The primary cause of passenger discontent during an irregular operation is a lack of information. In order to maintain effective control, it is vital that the captain, flight attendant, and ground agents communicate and coordinate to keep the passengers advised. Announcements should be made approximately every 15-20 minutes during any delays. It is the responsibility of the flight attendant to ensure that these announcements are coordinated with the cockpit crew.

On extended delays projected to be 30-45 minutes in length, drinks/juices are to be offered from hand trays in the main cabin.

In delay situations anticipated to be lengthy, the flight attendant is to coordinate with the captain and ground personnel to elect which of the following is appropriate based upon the anticipated length of delay, passenger attitude, and circumstance of the irregularity:

- Snack service;
- Request additional beverage supplies; or
- Deplane and board later

## 3.24 Lost/Found/Stolen Articles Inflight

When a passenger reports that a personal article has been lost/stolen inflight, an Incident Report is to be completed with the passenger's name, address and description of the article. If the article is suspected stolen, include any statements from the passenger, which lead him/her to that conclusion. However, never make any accusatory statements to the passenger or to any passenger who may be suspected. Refer the matter to the Station Manager upon arrival.

If an article is found onboard, give it to ground personnel and indicate where it was found (e.g., seat number/location).

If an article with identification is found immediately after passengers deplane, give the article directly to the ground agent so that the passenger may be paged and the article returned.

## 3.25 Medical Assistance Required Onboard

Should medical assistance be required on board, an announcement is to be made asking for the assistance of individuals who have medical training, such as:

- M.D. (Doctor of Medicine);
- D.O. (Doctor of Osteopathy);
- R.N. (Registered Nurse);
- L.P.N. (Licensed Practical Nurse);
- L.V.N. (Licensed Vocational Nurse);
- N. P. (Nurse Practitioner); or
- E.M.T. (Emergency Medical Technician)

Record the name, address, phone number, and degree of all persons who assist on the Incident Report (Form FA-0006), which must be filed regarding the incident.

**Emergency Medical Kit**

The emergency medical kit is located in the right rear overhead storage compartment above seat 9A. It can be opened only by qualified medical personnel and with authorization from the captain. A contents list is attached outside of the kit.

## 3.26 Minimum Equipment List

The FAA has provided certain deviations for operating aircraft with select items or components inoperative. These items are listed/defined in appropriate aircraft manuals available to the cockpit crewmembers. The basic purpose of the MEL is to permit an aircraft with inoperative equipment to continue operation with limitations, to the first airport where repairs or replacements may be made.

It is the responsibility of the flight attendant to report any inoperative equipment to the captain. The captain will then consult the MEL to determine the necessary course of action to be taken. If applicable, the cockpit crew will provide information to the flight attendant on the procedures necessary to comply with the MEL requirements.

The captain (or delegated cockpit crewmember) is the only crewmember with the authority to determine that an item constitutes a no-go situation.

## 3.27 Seatbelt Sign Illumination

It is the responsibility of the flight attendant to ensure that an announcement is made whenever the “fasten seatbelt” sign is turned on/cycled during flight.

A cabin compliance-check is to be completed by the flight attendant whenever the “fasten seatbelt” sign is turned on/cycled during flight.

A flight attendant announcement is to be made at regular intervals when the seatbelt sign is on for prolonged periods, or when passengers do not comply when the sign is illuminated.

## 3.28 Crew Coordination

Crew coordination is the concept of working together as a team. The operations of the airplane are dependent upon all the crewmembers together. While rank determines chain of command, each crewmember’s duties and responsibilities are equally important to conducting a safe operation. You have something valuable to offer. Do not be afraid to offer it.

## 3.29 Intermediate Stops

**[FAR 121.393(b)]**

FAR 121.393(b) allows for passengers to remain on board while the aircraft is on the ground at intermediate stops, provided the proper number of flight attendants are onboard. Freedom Air will allow passengers to be onboard during fueling operations provided the following:

- The flight attendant is to remain at the flight attendant station.
- The main cabin door opposite the fueling side is open.
- The emergency exit opposite the fueling side is open.

## 3.30 Flight and Rest Requirements

Freedom Air applies the pilot flight and rest requirements to flight attendants [FAR 121.476 (c)].

Because our aircraft has fewer than 31 passenger seats and a payload of 7,500 or less, we may operate under Part 121 by using the flight duty and rest requirements of part 135 (FAR 121.480).

Upon arriving at Dispatch to report for duty, the flight attendant will record the arrival time on the Flight and Rest Time Sheet (Form FA-0007D) ‘IN’ box. Any time a flight attendant arrives at Freedom Air and makes himself available to fly will be considered a duty day. Some flight attendants work other jobs, such as reservations or accounting. This time is considered ‘duty time’ because they are available to perform their flight duties and working other jobs is not considered rest (FAR 135.273). Off duty, or rest, is time away from the office.

When leaving at the end of the day, the time will be recorded in the ‘out’ box. The difference between today’s ‘out’ box and tomorrow’s ‘in’ box will be the rest time for the next 24-hour period. Only in special occasions will rest periods of less than 9 hours be permitted. Ask the director of operations for details. The time requirements are listed at the bottom of the sheet for reference.

Flight time is the time performing duties as a flight attendant while the aircraft is in motion; from the time it leaves the blocks at the terminal until it arrives on the blocks at the destination. This is commonly referred to as block time. Ask the first officer at the end of the day what the block time is. Record that number on your Flight and Rest Time Sheet (Form FA-0007D). The flight time limitations are written at the bottom of this form. It is the responsibility of the flight attendant to be sure that he has sufficient rest and does not exceed the flight time limitation or the rest time limitation.

In the “preflight” column, the flight attendant will put a check mark if the preflight was accomplished normally before the first flight of the day and there were no discrepancies. If there were any abnormalities or discrepancies, it will be noted in the “remarks” column.

In the ‘normal operations or incident report’ column, the flight attendant will note the outcome of the flight day. A normal operation consists of completion of each briefing and cabin check, normal passenger behavior, properly stored baggage, and seat and floor limits not being exceeded. If any of this criteria was not met, an Incident Report will be completed. A check mark in this column denotes a normal operation. Writing ‘incident report’ notes that an incident report was necessary and that it was completed.

The dispatcher will keep current a status board in the dispatch office of the current flight times, listing per day, per week, per month and per year (preceding 12 months). The dispatcher will not permit a flight attendant to perform required duties if a limitation has been exceeded or will be exceeded during the next flight day.

**Flight Time Limitations**

**(FAR 121.480 & 135.265)**

Dispatch will verify and keep records of all crew assignments prior to issuing a release. Flight time limitations with Freedom Air are based on aircraft having a passenger seating configuration of 30 seats or fewer, excluding each crewmember seat, and a payload capacity of 7,500 pounds or less. This allows the company to comply with the applicable requirements of FAR 135.263(d) and 135.265(a); dispatchers are in compliance with 121.465. No flight crewmember may be scheduled, nor may any flight crewmember accept, an assignment for flight time in scheduled operations or in other commercial flying if that crewmember’s total flight time in all commercial flying will exceed -

A. 1,200 hours in any calendar year;

B. 120 hours in any calendar month;

C. 34 hours in any 7 consecutive days; or

D. 8 hours between rest periods.

A flight crewmember is not considered to be assigned flight time in excess of flight time limitations if flight to which he is assigned normally terminate within the limitations, but, due to circumstances beyond the control of the company or flight crewmember(such as adverse weather conditions), are not at the time of departure expected to reach their destination within the planned flight time.

**Rest Requirements**

Rest requirements with Freedom Air are based on an aircraft having a passenger seat configuration of 30 seats or fewer, excluding each crewmember seat, and a payload capacity of 7,500 pounds or less. This allows the company to comply with the applicable requirements of FAR 135.263 and 135.265(b),(c)(3), and (d) for flight attendants and pilots. The company will not assign any crewmember to duty during any required rest period. Time spent in transportation, when required by the company, not local in character, is not considered part of a rest period (i.e., deadheading). A crewmember commuting is not of this nature. It is the intention of the company to schedule all crewmembers with 10 hours of rest within 24 hours preceding the planned completion of a flight. However, the director of operations may elect for company convenience or other requirements to lessen the scheduled rest time to 9 hours as long as the crewmember has not flown over 8 hours in a 24-hour period. The rest period may be reduced to a minimum of 8 hours. In the event that this occurs, the flight crewmember must be given a 10 hour rest period that must begin no later than 24 hours after the commencement of the reduced rest period. Each crewmember must be relieved of all scheduled duties for at least 24 consecutive hours during any 7 days. He may be assigned other duties, such as training, but may not resume scheduled flight duty until he has had 24 consecutive hours of rest. For flights terminating away from home base, the captain will ensure the crewmembers stay within flight and duty time limitations.

## 3.31 Oxygen Enhancers/Medical Oxygen

**(FAR 121.574)**

Freedom Air does not provide medical oxygen for medical use and will not transport passengers requiring its use.

Freedom Air, as a company policy, does permit the use of oxygen enhancers, also referred to as oxygen concentrators. The following policies and procedures will be followed when dealing with oxygen enhancers.

a. The passenger will receive a normal passenger briefing.

b. The passenger will not be seated in an exit row.

c. The brand of oxygen enhancer will be checked in order to ensure that it is approved for air travel. The following brands will be accepted:

   1. AirSep FreeStyle;
   2. AirSep LifeStyle;
   3. DeVilbiss Healthcare iGo;
   4. Inogen One;
   5. Invacare XPO2;
   6. Oxus, Inc. RS-00400;
   7. Respironics EverGo;
   8. SeQual Eclipse;
   9. Inova Labs Life Choice;
   10. Inogen One G2;
   11. Oxlife Independence Oxygen Concentrator; and
   12. Invacare Solo2.

d. All oxygen enhancers are treated as carry on baggage or used.

1. During movement on the surface, takeoff, and landing, the unit must:

- Either be stowed under the seat in front of the user, or in another approved stowage location, so that it does not block the aisle way or the entryway into the row; or
- If it is to be operated by the user, be used only at a seat location that does not restrict any passenger's access to, or use of, any required emergency or regular exit, or the aisle(s) in the passenger compartment

e. It will be determined by consulting the passenger that the battery life is adequate for the trip.

f. The PIC must be notified of the use of the device.

## 3.32 Cabin/Cockpit Signals

When calling the flight attendant, the cockpit will issue one or more two-tone chimes. When communicating with the pilots, the flight attendant call flashes a light on the cockpit panel. Emergency notification may be a series of lights or bells, with an absolute minimum of three.

### 3.32.1 Call Button

| Number of Two-Tone Chimes | Location of Aircraft | Meaning |
|---|---|---|
| 1 | On taxi/runway, about 30 sec remaining. | Get ready for takeoff |
| | About 3 minutes to landing | Landing |
| 2 | Anywhere | Call cockpit when duties permit |
| 3 | Anywhere | Call cockpit now |

**NOTE:** When the emergency signal is received (3 two-tone chimes), the flight attendant will proceed immediately to answer the interphone.

### 3.32.2 Seatbelt Sign Cycled

| **Number of Two-Tone Chimes** | **Location of Aircraft** | **Meaning** |
|---|---|---|
| **1** | Immediately after Takeoff (400 AGL) or whenever pilots feel it is safe to begin service | Begin serving |
| | Top of climb | End Sterile Cockpit |
| | Top of Descent | Begin Sterile Cockpit |

### 3.32.3 Turbulence Communications

**Anticipated Turbulence**

1. Flight attendant receives 3 two-tone chimes from the cockpit
2. Cockpit informs the flight attendant of -
   a. Type of turbulence expected;
      - Moderate - loose objects may move about
      - Severe - loose objects may become airborne if not restrained..
   b. How much time available before the onset of turbulence;
   c. How long the turbulence is expected to last; and
   d. What type of cabin preparation is advised.
3. Upon receipt of the notification, the flight attendant will -
   a. Make the turbulence announcement found in Chapter 9 of the Flight Attendant Manual;
   b. Secure the cabin (tray tables, trash, overhead bins, carry-on items);
   c. Secure the galley (loose items, close doors); and
   d. Sit down and fasten seatbelt.

**Unanticipated Turbulence**

There may or may not be an announcement from the cockpit during this type of turbulence. The flight attendant will fasten his seatbelt as soon as possible. When time permits, the pilot will -

1. Make a PA announcement without using the chime system;
2. Inform the passengers and flight attendant to secure the cabin and put their seatbelts on immediately; and
3. The flight attendant will -
   a. Ensure that the passengers are secured in their seats by reinforcing the pilot's command to fasten their seatbelts;
   b. Instruct the passengers to secure their areas of loose objects while the flight attendant secures the galley; and
   c. Sit down with seatbelt and shoulder strap on.

## 3.33 Charter Flights (Supplemental Operations)

Charter flights are operated the same as Flag Operations (regularly scheduled flights). The same FARs apply. The flight attendant is required to ensure all announcements are made, the rules of Freedom Air's Approved Carry-On Baggage Program are adhered to, and cabin safety regulations are followed. All reasonable attempts are to be made to ensure passenger compliance with Federal Regulations.

No smoking is permitted on charter flights

## 3.34 Cockpit Jumpseat Procedures

If there are seats available, an ACM may proceed to a cabin seat with the captain's and flight attendant's approval.

## 3.35 Company Property

It is the responsibility of each flight attendant to return the following company property within four (4) days of the effective date of termination or extended leave of absence:

- Freedom Air Flight Attendant Manual - A $50.00 charge will be assessed if the manual is not returned within the specified time.
- Freedom Air Identification Badge - If identification item has been lost, a statement of loss must be signed.
- Uniform Articles - All articles wholly paid for by Freedom Air (including replacement articles) must be returned unless otherwise directed by a Supervisor.

## 3.36 Additional Seat Purchase

Upon advance arrangements, the purchase and use of additional seats by a passenger is permitted. The cost for the extra seat is 100% of the applicable adult fare. A ticket will be issued for each seat, and the baggage allowance will apply in connection with each such ticket purchased.

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# Chapter 4: Passenger Handling

## 4.0 General

The basic policy for passenger handling is the same system wide. Our goal is to expedite the movement of the passengers in the most efficient method and with the least amount of inconvenience. Our intent is to be courteous and sincere at all times and to treat each passenger as an individual.

Every employee has the specific responsibility to do everything within his power to bring a satisfactory conclusion to any complaint that is brought to his attention.

## 4.1 Conditions of Acceptance

### 4.1.1 General Guidelines

Freedom Air will accept passengers that have -

A. Any disability;

B. Any disability-related physical appearance; and/or

C. Any disability-related behavior that is -

1. Voluntary or involuntary;
2. Considered annoying other passengers; or
3. An inconvenience to other passengers.

Reasons for refusal to board a passenger due to a "direct threat" may include -

A. Any person threatening the safety of -

1. Himself;
2. Other passengers;
3. Any crewmember; or
4. The aircraft.

B. Any person in violation of TSA regulations; or

C. Any person with a communicable disease -

1. With severe health consequences;
2. That is determined by a directive issued by Center of Disease Control for our area or Public Health; or
3. Linked to pandemic determinations by Public Health and/or CDC.

### 4.1.2 Refusal to Transport

**(14 CFR 382.19)**

In accordance with 14 CFR 382, Freedom Air will not refuse transportation to anyone with an involuntary behavior that may offend, annoy, or inconvenience crewmembers or other passengers while remaining compliant with FARs and security regulations. Freedom Air may determine that there is a disability-related safety basis for refusing to provide transportation to a passenger with a disability if your are able to demonstrate that the passenger poses a "direct threat" based on individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence to acertain:

A. The nature and duration and severity of the risk;

B. The probability that the potential harm to health and safety of other will actually occur; and

C. Whether reasonable modifications of policies, practices, or procedures will mitigate the risk.

Freedom Air cannot refuse transportation to the passenger if the employees can protect the health and safety of others by means short of refusal to transport. If Freedom Air refuses transportation to any individual for means that are inconsistent with this manual or federal air regulations, the individual has the right to seek enforcement action. If the passenger has been refused transportation on a basis related to a disability, Freedom Air must provide a written statement of the reason for the refusal, including that in our opinion we have met the criteria of this section and FAR 382.19 (c) or otherwise specifically citing a regulation. This written statement must be provided to the person within 10 calendar days.

1. A passenger may be denied boarding if:
    a. The passenger refuses to comply with instructions given by a Freedom Air crewmember or other authorized employee; or
    b. The passenger has a physical or mental handicap that would prevent the passenger from exiting the aircraft under his own power in the event of an emergency. This handicap can include blindness, loss of hearing, physical movement challenges, and mental incapacitation.
2. The passenger will be asked by a Freedom Air agent to make a self-assessment in order to determine if he will be able to exit the aircraft in an emergency without assistance.

    NOTE: A Freedom Air agent includes -

    a. Company employees at the counter, gate, or those assisting in the boarding process;
    b. Flight attendants; and
    c. Pilots
3. If the passenger determines that an assistant will be required to exit the aircraft, the assistant will be allowed to board the aircraft after purchasing the ticket at the normal fare for that passenger.
4. The Freedom Air agent will also make an assessment of the passenger's handicap. If the agent believes that assistance is required, Freedom Air will provide an assistant for the passenger by whatever means practicable.
5. This assessment will be made as soon as possibly in the boarding process so as to prevent a departure delay. If the assessment is made at the counter, at the gate, or during boarding, the employee making the assessment must relay this assessment to the flight attendant.
6. The final assessment will be made by the flight attendant in coordination with the pilot in command.

## 4.2 Complaint Resolution

The complaint resolution officer (CRO) is designated as the station manager or designee on duty. The general manager may be consulted by the station manager in regards to complaints against the company.

The passenger must be made aware of the availability of the CRO and how to contact the CRO. In any situation or concern regarding Freedom Air's personnel about discrimination, accommodations, or services with respect to passengers with a disability and the personnel do not immediately resolve the issue to the customer's satisfaction or provide a requested accommodation, the personnel must immediately inform the passenger of the right to contact a CRO and how to do so. Normally this is done by referring the person to the station manager. The CRO has the authority to override the decision made by an agent or crewmember. The CRO does not have the authority to override a decision made by the PIC regarding safety of the flight.

The CRO shall -

A. Investigate the complaint to determine if there is a regulatory violation;

B. Take immediate step for compliance, should it be determined that a violation occurred;

C. If a violation has occurred, provide to the complainant a written statement setting forth a summary of the facts and what steps, if any, the carrier proposes to take in response to the violation;

D. If he determines that a violation did not occur, provide the complainant a written statement including a summary of the facts and reasons for the determination;

E. Ensure that the statements required herein inform the complainant of his or her right to pursue DOT enforcement action under 14 CFR 382. The complaint must include -

   1. If the CRO was contacted;
   2. The name of the CRO;
   3. The date of contact; and
   4. Any copy of any written responses from the CRO.

F. Provide to the complainant the statement required herein at the airport if possible, otherwise, it must be forwarded to the complainant with 30 calendar days of the complaint.

G. Respond to complaints transmitted up to and including 45 days after the date of the incident, except if referred by DOT.

   1. He must respond to complaint within 30 days with a specific denial or acceptance of the violation.
      a. If admitting the violation, respond with a summary of the facts and steps, if any, taken in response to the violation.
      b. If denying the violation, respond with a summary of the facts and your reasons under 14CFR 382 for the determination.
   2. He must inform the complainant of his or her right to pursue DOT enforcement action.
   3. Since Freedom Air flies an aircraft of 30 seats, recordkeeping requirements are not applicable. (382.157(b)). These complaints will be documented with the Director of Safety to determine any adverse trends.

**Department of Transportation Complaint process for Passengers**

A. Web site: http://airconsumer.ost.dot.gov and select "Air Travel Problems and Complaints"

B. Follow procedures under 14CFR Part 302. The complete copy of this FAR is available on the FAA website at http://www.faa.gov/

C. File a written statement to:

Department of Transportation, Aviation Consumer Protection Division (C-75)

1200 New Jersey Ave. SE

Washington, DC 20590

D. You must file the formal complaint within six months of the incident in order to ensure DOT will investigate.

## 4.3 Safety Briefing

The Flight Attendant shall provide a safety briefing in accordance with standard procedures. The flight attendant will NOT require any passenger to demonstrate that he or she has listened to, read, or understood the information presented, except to an extent that is required passengers in exit row. If a person has disabilities, no adverse action may be taken on the basis that the person has not "accepted" the briefing. Special briefing will be conducted as inconspicuously and discreetly as possible.

## 4.4 Exit Row Seating

**(FAR 121.585)**

**General**

FAR 121.585 prohibits seating a passenger in an exit row if the person is unable to perform one or more specific functions related to mobility, strength, dexterity, visual, aural, or verbal capacities. Freedom Air has determined that only those passengers who are able, without assistance, to activate an emergency exit and to take additional actions necessary to ensure the safe use of that exit in an emergency, may be seated in the designated exit row.

**Definition of an Exit Seat**

Any seat that provides direct access to an exit, including all of the seats in the row from the fuselage to the first aisle inboard of the exit and only those seat rows from which passengers may go directly to an exit without entering an aisle. Seats which are separated from exits by galley units, lavatories, closets, or other partitions or barriers that act as obstructions; and seats where a passenger must enter an aisle to gain access to an exit are not considered exit rows.

The designated aircraft exit seats are identified by a placard that reads “no children this row”.

**Selection Criteria for Exit Seat Assignment**

Passengers who are eligible for exit seat assignment must:

- Have no pre-existing condition that might cause personal harm or prevent the person from performing all of the functions listed below;
- Be with no one who requires special care, such as a small child, that would prevent the person from performing all of the functions listed below;
- Read well enough to understand the instructions, provided by the carrier in printed or graphic form, for opening exits and other emergency procedures;
- See well enough to perform all of the functions listed below. Persons may wear glasses or contact lenses;
- Hear well enough to understand commands in the language used by the carrier. Persons may wear a hearing aid;
- Speak well enough to give information to other passengers during an emergency;
- Be able to reach the emergency exit expeditiously;
- Be able to use both hands, both arms and both legs, as well as maintain balance and be strong and flexible enough to operate the exit, open the exit and go quickly through it; and clear the exit row of obstructions as required;
- Be able to help other passengers in getting off the aircraft; and
- Be at least 15 years of age and able to perform all of the functions listed below without assistance.

**Functions That May Have To Be Performed**

Passengers seated in an exit seat should open an exit ONLY at the direction of a flight attendant. To assist crewmembers in an emergency or if a flight attendant cannot reach the exit, the guidelines to follow are:

- Know where all exits are on this aircraft. Study the briefing card and know how to open the exit closest to you. Follow all verbal and directional signals given by a flight attendant;
- If an emergency evacuation is necessary, and if a flight attendant cannot get to the exit in your row, you may have to open it. First, look outside. If fire, smoke or water could come into the cabin through the exit, do not open it;
- If it is safe to open the exit, do so as quickly as possible. Keep the pathway to the exit clear. If the exit cannot be opened, go to another exit; and
- Move away from the aircraft as soon and as quickly as possible.

**International Flights with Only Foreign Language Speaking Passengers Onboard**

- The passenger service agent should first attempt to place English-speaking passengers in exit rows before the following procedures are administered.
- Upon check-in, the passenger service agent should verify that the foreign language speaking passenger assigned an exit seat meets all of the selection criteria required by FAR 121.585.
- The passenger service agent is responsible for notifying the captain and the flight attendant that foreign language speaking passengers are seated in exit seats for that particular flight.
- The foreign language-speaking passengers occupying exit seats must understand the safety information card and be able to understand oral crew commands.

**Procedures for Handling**

- Assignment of exit seats will be accomplished only at the time of check-in at the airport. Passenger Service agents will visually and verbally verify that a passenger is eligible for assignment to an exit seat.
- Printed written procedures pertaining to this regulation must be available for inspection by passengers at all ticket counters and gates.
- During the pre-departure cabin check, the flight attendant will personally brief any individuals seated in an exit seat. The briefing will include the verification of the individual's willingness to accept the duties assigned an exit seat.
- A passenger may request to be relocated to another seat and does not need to disclose the reason why. The passenger is to be relocated expeditiously to a non-exit seat and notification given to the ground agent as to the seat involved (a voluntary move). This action is to be accomplished prior to the entry door closure.
- The flight attendant must ensure that a visual check is conducted to verify that no exit seat is occupied by a passenger who is unable to perform the required functions. This visual check must be performed prior to the entry door closure.
- Before closing the aircraft door, the ground agent must receive a verbal verification from the flight attendant that no Exit Seat is occupied by an unqualified passenger.
- The flight attendant will also specify if any seat changes were necessary to relocate an unqualified passenger from an Exit Seat. Example: "Seat 1C exchanged with seat 8C" or "Seat 1A moved to empty seat 7A".
- Designated exit seats can be identified by the placard "No Children This Row" on the window and/or sidewall of the aircraft.

**Refusal of Transportation**

A passenger may be denied transportation only if:

- The passenger refuses to comply with instructions given by a Freedom Air crewmember or other authorized employee regarding exit seating restrictions; or
- The only seat that will accommodate the person's handicap is an exit seat.

**Non-Compliance**

- If a tactful and discreet request/resolution is ineffective when relocating a passenger (involuntary move), the flight attendant is to notify the captain immediately. The captain has the final authority concerning exit seating.
- The captain will notify the Complaint Resolution Official (CRO) of the situation. The CROs are the Station Managers. The CRO will be responsible for the passenger handling and report writing during ground operations.

The captain and flight attendant must also write their respective Incident Reports documenting the incident.

## 4.5 Passengers With Disabilities or Requiring Special Assistance

The Department of Transportation (DOT) has issued Part 382 regulations which address the subject of non-discrimination on the basis of handicap in air travel. Part 382 does not replace or overrule existing FAA regulations.

**Definitions:**

Handicapped Individual - Any individual who has a physical or mental impairment that on a permanent or temporary basis substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.

Qualified Handicapped Individual - A handicapped individual who validly obtains a ticket, comes to the airport for the flight, and meets non-discriminatory contract of carriage requirements that apply to everyone.

Non-Ambulatory - A passenger who is unable to board, deplane, or move about the aircraft unassisted.

Ambulatory - A passenger who is able to board, deplane, and move about the aircraft without assistance.

### 4.5.1 General Policies

Freedom Air will NOT:

A. Restrict passenger's movement within the terminal (consistent with airport and security regulations)

B. Require passengers to remain in holding area or other location I order to receive transportation, services, or accommodations

C. Make passengers sit on a blanket on the aircraft

D. Require passengers to wear identification badges

E. Otherwise, mandate separate treatment for passengers with a disability, unless required or permitted by Federal Regulations.

Freedom Air will:

A. Provide priority handling of a wheelchair or other mobility devices that may accompany passengers on the flight.

B. Provide for priority unloading of the wheelchair or mobility aid at the destination.

C. Accommodate the passenger in the same manner as any other passenger consistent with FARs.

D. Provide special briefings for the passenger as appropriate to the disability and the assistant ability. There can be no set standard for the briefing as each passenger must be treated on an individualized basis.

1. Vision impaired
    a. Explain the location of the exits and how to operate the hand
    b. If practical put the passenger's hand on the object, such as the pouch containing the life vest
    c. Assign an assistant, if available to direct the passenger, if not, go with the flow of traffic.
2. Hearing impaired - provide flight attendant passenger briefing card for reading.
3. Both vision and hearing impaired - Determine from the assistant the best method of conveying the information.
4. Paraplegic, Quadriplegic, or other mobility challenged individuals
    a. Normal briefing
    b. Pair with assistant
    c. If possible, have assistant at the bottom of the exit to assist with the deplaning.
5. Mentally impaired
        i. Severe - work with assistant
        ii. Non Severe - convey important briefing information as appropriate to have passenger understand
        iii. If passenger required a service animal, refer to Director of Operations for interpretation of 382.117
6. Communicable diseases - Check on types and take appropriate precautions.

7. Allergies - A stated allergy may not rise to the level of a disability.
    i. Allergies to service animals - If a passenger credibly states or has medical documentation that they are allergic to a service animal, the seat will be done as far as possible from the animal.
    ii. If rebooking is required to separate the allergic passenger from the service animal, one disability does not trump the other, so the rebooking is should be considered disability-neutral.

**NOTE:** Preboarding will be offered to any passenger who requests.

### 4.5.2 Aircraft Accessibility

The law requires that every new aircraft, delivered more than 2 years after the effective date of this law (April 5, 1990), provide various means of accessibility to passengers with disabilities. These accessibilities include:

- Accessible lavatories - Currently, Freedom Air aircraft are not equipped with accessible lavatories;
- Onboard wheelchairs - Freedom Air aircraft are not equipped with onboard wheelchairs; and
- Movable aisle arm-rests - Main cabin aisle seats are not equipped with movable aisle arm-rests.

### 4.5.3 Medical Certificates

Freedom Air is prohibited by 14 CFR 382 from requiring medical certificates that is a written statement from a doctor saying that a passenger is capable of completing a flight without extraordinary medical assistance during flight. However, if Freedom Air determines that a passenger is unable to fly, due to a condition, disease, or other criteria, the passenger may obtain a medical certificate in support of passenger's acceptance. Under special circumstances, Freedom Air may require a medical certificate for a passenger who (1) is traveling on a stretcher or incubator (the company will not accept the stretcher or incubator on board the aircraft), (2) needs medical oxygen (Freedom Air may not dispense medical oxygen on the aircraft, but permits passenger use of oxygen enhancers), and (3) has a medical condition such that there is reasonable doubt that the individual can complete the flight safely, without requiring extraordinary medical assistance during the flight.

### 4.5.4 Safety Assistant/Attendant

**(14 CFR 382.27)**

Freedom Air does not require an assistant to travel with a special needs passenger. However, for safety reasons, a safety assistant may be required for the following passengers.

A. In an incubator or stretcher.

B. Who, because of a mental disability, is unable to comprehend or respond appropriately to safety instruction.

C. Who has mobility impairment so severe that a person is unable to physically assist in his or her own evacuation of the aircraft.

D. Who has both visual and hearing impairments that the passenger cannot establish some means of communication with carrier personnel.

If the passenger requests or the booking is made with a safety assistant, Freedom Air will make every effort not to separate the safety assistant and the passenger with disabilities. The assistant is charged the normal fare.

If the passenger does not have or want an assistant, but the agent determines that an assistant is required, then the following steps are taken:

A. Ask the passenger to make a self assessment. The physical requirements of the passenger are found on the briefing card, as appropriate; for example, the person with disability is not sitting in an exit row, therefore has to exit through the door/window but does not have to open it. The mental and language ability requires comprehension of crewmember's instructions regarding movements stated on the briefing card.

B. If passenger's self assessment is positive (i.e., an assistant is needed), Freedom Air will book the assistant at the normal fare.

C. If the passenger's self assessment is negative (an assistant is not required), Freedom Air will require an assistant but there will be no charge for the seat. Freedom is not required to find or provide the assistant. (14 CFR 382.29) There is no requirement to sign a waiver or release as a condition to travel.

### 4.5.5 Seating

When a person self-identifies themselves as a person with disabilities, Freedom Air will make the following seating accommodations/assignments:

A. Provide an aisle seat.

B. Provide an adjoining seat for the attendant when the passengers have:

1. mobility problems
2. vision impairments requiring the assistant to read during the flight
3. hear impairments requiring the assistant to interpratate during the flight
4. been determined by the carrier to be required.

C. Assign a seat in the reservation system and record in the remark section or SSR

D. Offer Preboarding

E. Provide alternate seating to the person with disabilities involuntary active behavior may result in being refused transportation under 14 CFR 382.19.

F. Provide accommodations appropriate for the passenger with service animals.

### 4.5.6 Special Services

Flight Attendants will provide the following special service to persons with disabilities:

A. Assistance to and from seats as a part on enplaning and deplaning.

B. Assistance with identifying and opening prepared food and drinks.

C. Assistance to a semi ambulatory person to and from the lavatory. This service does not involve lifting or carrying a person.

D. Assistance in stowing items, including mobility aids, and other assistive devices.

E. Provide timely and effective communication with passengers with vision or hearing impairments regarding access to information provided to other passengers (weather, flight delays, etc).

Ground Agents and Flight Attendants are NOT required to:

A. Assist in actual eating;

B. Assist within the restroom or assistance with elimination function:

C. Provide medical services

### 4.5.7 Acceptance of Service Animals

Dogs trained to assist the blind and deaf are accepted under certain conditions when advance arrangements have been made with the governing authorities of the country the animal is entering or transiting.

Freedom Air will accept dogs trained to lead the blind and to assist the deaf, without charge, when the dog accompanies a passenger who is dependent on such an animal. These animals, however, will not be carried unless proper permits are obtained for entry into the country or territory of destination and countries or territories of transit where such permits are required, and only if the evidence of possession of such permits is presented prior to reservations being made. If any country or territory on the route prohibits the entry of dogs, such carriage will be refused.

It should be understood also that under certain operating conditions, such as long, non-stop flights or on certain types of aircraft, it is impracticable to carry a dog in the passenger compartment and, under such conditions, carriage may be refused.

Service animals are not considered part of the passenger’s carry-on baggage allowance.

### 4.5.8 Stretcher Patients

Freedom Air does not have provisions for the safe carriage of stretcher patients; therefore stretcher patients will not be carried by Freedom Air.

### 4.5.9 Deaf/Blind Passengers

**Conditions of Acceptance**

Passengers who are blind only or deaf only may be accepted without an escort.

Passengers who are both blind and deaf may be accepted for transportation with an escort or assistant only if the person can establish an adequate means of communication with carrier personnel in order to permit transmission of the required individual safety briefing. If communication is not possible for the required individual safety briefing, then the carrier may refuse transportation due to safety reasons.

Canes may be carried onboard provided they can be properly stowed during flight. (FAR 121.589)

## 4.6 Unaccompanied Minors

**Definition**

Any child between the ages of 5-12 years not accompanied on the same flight and in the same compartment by a guardian or traveling companion who is at least twelve years of age is considered an unaccompanied minor. This category also includes children between the ages of twelve and seventeen, traveling alone and for whom special supervision is requested by the parent or guardian.

**Conditions of Acceptance**

- An unaccompanied minor must have reservations with confirmed seats to the final destination.
- Children five to seven (5-7) years of age will be accepted for unaccompanied online direct or through service only. NO itineraries with connecting service will be allowed.
- Children eight to eleven (8-11) years of age will be accepted for online connecting service or interline service.
- Children under the age of five years will not be accepted for unaccompanied travel under any condition.

**Handling Procedures**

- A Young Travelers Information Form (FA-0009) must be completed by the ground agent with the name, address, and phone number of the person responsible for the child at the city of origin and the city of destination. The child's name, age, travel itinerary, and seat numbers will also be included.
- A round orange sticker will be affixed to the child's outer garment by ground personnel so he/she may be easily recognized by the cabin crew and station personnel.
- The flight attendant will accept unaccompanied children during boarding. Ground service personnel will escort the children to the aircraft. A copy of the Young Travelers Information Form will be retained by the flight attendant for reference.
- The flight attendant is to assume the responsibility of deplaning with unaccompanied children. The flight attendant is to personally advise the children not to deplane until he/she is available to escort them. DO NOT LEAVE UNACCOMPANIED CHILDREN UNATTENDED.
- The flight attendant is responsible for these children until they are released to designated guardians or Freedom Air ground personnel.
- Upon arrival, the flight attendant is to deplane with the children and, after viewing identification of the guardian and obtaining the guardian's signature on the Young Travelers Information Form, surrender the children to the designated guardian.
- If no guardian is available or the child is changing aircraft, the child is to be surrendered to the Station Manager along with the remaining copies of the Young Travelers Information Form.
- Each child is to be given an individual safety briefing. In addition, advise each child that his/her best behavior is expected during the flight. Children are not to be allowed to assist in service presentation.

- Onboard the aircraft, the flight attendant is responsible for the comfort and welfare of the child. Assistance should be offered, as required and as time permits, in the areas of unwrapping food service amenities.
- A flight attendant is NOT to carry a child, whether accompanied or unaccompanied.

**NOTE:** Children under 15 years of age, whether accompanied or unaccompanied, are not to be seated in emergency exit seats.

## 4.7 Lap Children

When boarding, it is the flight attendant's responsibility to verify that each passenger boarding the aircraft with an infant has a ticket that indicates the infant has been properly recorded. (Infants on international flights have their own ticket.)

If the infant has the same surname as the passenger, there will be “I” ("+ Infant") near the name field of the passenger's ticket.

If the infant's surname is not the same as the passenger's, there will be "+ 1/(infant's surname)”.

Lap children are defined as children under the age of two years old. If two years and older, the child must have his/her own seat and ticket. If a passenger with a lap child is seated next to an open seat, then the child may occupy the empty seat without a ticket. If there is not an empty seat, then the child must be held by the passenger.

Children under two may sit in a passenger seat if the child can sit upright. Pillows may be placed behind the child to make him/her more secure. If the child cannot yet sit upright, then he/she may sit only in a passenger seat with the use of an FAA-approved infant seat. If there is not an FAA-approved infant seat, then the child must be held for takeoff and landing. When held on the lap, the seatbelt is to go around the adult only.

**Acceptance**

One lap child per adult passenger will be accepted for carriage at no fare.

If a passenger is traveling with more than one child under two years of age, the additional child/children must occupy a passenger seat and be ticketed under regular child fare.

Lap children are not to be seated in an emergency seat row.

- A passenger may use an approved infant seat onboard the aircraft, provided a seat has been purchased for infant use. The infant seat may be stowed in an overhead compartment/storage bin if no seat is available.
- The infant seat must be either strapped into a passenger seat or properly stowed at all times.
- Infant seats are not to be located in an exit row or the row forward or aft of any emergency exit. A window seat is the preferred location. An aisle seat may not be used if the adjacent window seat is occupied by a person other than the infant’s escort.
- The restraint system must be properly secured to the seat.
- The child must be properly secured in the restraint system.
- During an emergency evacuation, the seatbelt restraint is to remain attached to the infant seat and only the child/infant is to be removed from the aircraft.

**Adult's Responsibilities**

The accompanying adult has the following responsibilities when using a child restraint during take-off and landing:

- Ensure that the restraint system meets FAA guidelines;
- Ensure that the restraint system functions properly and is free of any obvious defects;
- Secure the child according to the manufacturer's instructions;
- Ensure that the child does not exceed the restraint's weight limit; and
- Ensure that the restraint is secured to the aircraft seat using the aircraft seat's safety belt.

The following criteria can be used to determine whether a Child Restraint System (CRS) is approved for use onboard an aircraft:

**(FAR 121.311)**

1. Seats manufactured between January 1, 1981 and February 25, 1985 must have the following label:

   "THIS CHILD RESTRAINT SYSTEM CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS.";

2. Vest and harness-type child restraints manufactured between these dates are NOT acceptable;
3. Seats manufactured after February 25, 1985, must have an additional label (printed in red):

   "THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT.";

4. Seats that do not qualify under the above criteria must bear either a label showing approval of a foreign government or a label showing it was manufactured under United Nations standards;
5. The CRS must bear a label or markings showing FAA approval through an STC;
6. CRSs approved under TSO C-100b must be permanently and legibly marked "TSO C-100b";
7. The CRS must be clearly marked, showing FAA approval under § 21.305(d) and bear the label "FAA Approved in accordance with 14 CFR 21.305(d).";
8. Booster seats and harness-type child restraint systems are not approved for use in aircraft during take off, landing, or movement on the surface;
9. Unlabeled seats and seats manufactured before January 1, 1981, are not acceptable for use during takeoff and landing; and
10. The flight attendant will ensure, by asking the parent or assistant, that the infant's weight does not exceed the maximum weight specified by the manufacturer of the CRS. If the child is to be held in the lap, the flight attendant will confirm the age of the child with the parent or assistant.

The flight attendant will ensure that instructions are found on the label of each child restraint system. When presented by a passenger, the restraint system must be accepted to allow for use on any child up to 18 years of age, provided all attached instructions are followed.

A child may not be prohibited from occupying an approved restraint system if requested by the parent or guardian, provided they have purchased a ticket and have met all the above requirements.

The majority of individuals who use CRSs on commercial aircraft are young childresn who typically weigh 40 pounds or less. However, there are some individuals who, because of physical challenges, need the support and security that a restraint system provides in order to travel safely on aircraft. The CRS regulations apply to any individual who is a child (i.e., under age 18) who does not exceed the specified weight limit for the CRS, is properly secured in the CRS, and is in a CRS that bears the proper labels. Air carriers should ensure that flight attendants are aware that larger children (who have not reached their eighteenth birthday) may use a properly approved CRS that is appropriate for that child's size and weight. In this case the air carrier may be not prohibit the use of the CRS. There are several companies that manufacture CRSs approved for use on aircraft that are specifically designed for larger children who are physically challenged. Information regarding some of those manufacturers is posted on a list maintained by NHTSA http://www.nhtsa.dot.gov/CPS/CSSRating/Index.cfm

**NOTE:** Freedom Air will not prohibit the use of a CRS by any child under the age of 18 as long as the CRS is properly labeled, the child does not exceed the specified weight limit of the CRS, and the child is properly secured in the CRS.

### 4.7.1 Aviation Child Safety Device (ACSD)

The FAA-approved Aviation Child Safety Device (ACSD) combines the protection of a traditional child safety seat by combining the use of the aircraft's lap belt and a four-point shoulder harness. Unlike typical child safety seats, the ACSD weighs less than 1 pound and fits into a 6" carrying case, making it much lighter and easier to transport. The approval process could be by STC or FAA process.

**Conforms To:**

**PAT NO.**

**STC STO10781LA**

**APPROVED FOR AIRCRAFT**

**USE ONLY**

OR

**FAA APPROVED IN**

**ACCORDANCE WITH**

**14 CFR 21.305 (d)**

**APPROVED FOR**

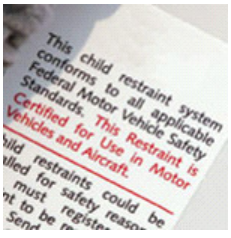
**AIRCRAFT USE ONLY**

### 4.7.2 FAA Approved Infant Seat or Child Restraint Devices commonly used in Cars

Acceptable restraints manufactured in the United States will bear one or both of the following labels:

*"This child restraint system conforms to all applicable federal motor vehicle safety standards"*

*"This restraint is certified for use in motor vehicles and aircraft."*


This child restraint system conforms to all applicable Federal Motor Vehicle Safety Standards. This Restraint is Certified for Use in Motor Vehicles and Aircraft.

### 4.7.3 United Nations Approved

Restraints manufactured outside the United States must have either a label showing approval of a non-U.S. government OR a label showing that the seat was manufactured under the standards of the United Nations (U.N.). U.N. approval is designated by a label with a circle surrounding the letter "E" followed by the distinguishing number of the country which has granted approval, plus an indication of the category and mass group of the child restraint which will be affixed.

### 4.7.4 Locations of FAA Approved Infant Seat or Child Restraint Device Seat

An approved infant seat or child restraint device may...

- Face toward the front or rear of the plane in accordance with instructions on child seat label
- Not occupy an exit seat or the row in front of or behind an exit seat
- Not occupy the space between a customer and an aisle

### 4.7.5 FAA Non-Approved Infant Seat or Child Restraint Devices

The following may not be used as an infant seat or child restraint device.

- Any device without an approval label
- Booster seats with no approval label or shoulder harness
- Vest and/or harness-type devices except Aviation Child Safety Devices (ACSD) bearing FAA aircraft approval labels
- Belt extensions that attach to the parent or the parent's restraint
- Any device that positions a child on the lap or chest of an adult

### 4.7.6 Carry-On and Checked Baggage Allowances Policies regarding CRS

Carry-on and checked item allowances for children vary depending on whether or not a seat is purchased for the child.

If a seat is purchased for a child, the standard carry-on baggage and checked baggage allowance apply.

If a seat was not purchased for an infant, that infant does not have a carry-on or checked baggage allowance. However, the following items are allowed over and above the carry-on allowance for the adult traveling with an infant:

- Approved safety seat for lap or ticketed child (may also be checked)
- Umbrella stroller for lap or ticketed child
- Diaper bag for lap or ticketed child

### 4.7.7 Infant Seat or Child Restraint Devices (No ticket)

If a ticket is not purchased for the infant (under two years of age):

- An approved child safety seat can be carried on board
- The device cannot be used in a seat unless there is an unoccupied seat available next to the adult traveling
- Due to many events that occur during the last several minutes before departure time, we cannot be certain that an unoccupied seat that meets the above criteria will be available until the final boarding process

- If an unoccupied, adjoining seat is not available, the gate agent will check the infant seat/child restraint device to your final destination. Please check with the gate agent for further details.

Freedom Air is not responsible for damage to infant/child restraint devices and loss/damage of any items attached to the device, whether these items are checked at the ticket counter or the gate.

Infant/child restraint devices include, but are not limited to, strollers and car seats.

For taxi, takeoff, landing, during turbulence, or when the Fasten Seatbelt sign is on, Freedom Air allows the use of only FAA approved infant seats/child restraint devices that are certified for use in aircraft.

| **Forward-facing CRS with Internal Harness** | **Aft-facing CRS with Internal Harness** |
|---|---|
| | |
| **Example of a CRS (ACSD) Approved through STC and under § 21.305(d)** | **Example of a Backless Booster Seat** |
| | |

| **Approved "Booster Seat"**<br>The CRSs in the following image would be approved for use during all phases of flight. | **Non-Approved "Booster Seat"**<br>The CRSs in the following image would not be approved for use during all phases of flight. |
|---|---|
| | |

**Passenger Use of Non-Approved CRSs on an Aircraft**

The regulations contained in § 121.311 prohibit the use of certain types of CRSs during ground movement, takeoff, and landing. However, during the cruise portion of the flight, Freedom Air permits the use of any type of child restraint, including those prohibited from use during ground movement, takeoff, and landing.

## 4.8 Immigration Detention Passengers (Deportees)

Immigration detention passengers (deportees) may be accepted under normal reservation procedures. Passengers with this status must meet all other conditions of carriage. Freedom Air will not accept responsibility for guarding such individuals at origin, in-flight, destination, intermediate stations, or at points of unscheduled landing. These individuals will normally be escorted to the airport and placed onboard the flight by U.S. immigration officers.

**Procedures for Handling**

- Ground personnel shall inform the pilot in command and the flight attendant of the seat assignment of the deportee.
- The pilot in command is to be advised when a seat change of the deportee occurs.

The flight attendant will receive the deportee's documents from the Immigration officer. If the deportee's destination and the flight destination are the same, the envelope is to be presented to the passenger prior to arrival. If the deportee is continuing beyond the flight destination, the documents are to be given to the agent meeting the flight.

## 4.9 Elderly Passengers

Elderly passengers will be offered preboarding opportunity. It is the responsibility of the flight attendant to ensure that an appropriate personal safety briefing is accomplished prior to takeoff, if applicable.

## 4.10 Non-English Speaking Passengers

Every effort is to be extended to non-english speaking passengers, to accommodate them with the courteous service standards which are offered to all passengers. If a multilingual flight attendant is onboard, every attempt should be made to establish communication.

## 4.11 Pregnant Passengers

Women in any stage of pregnancy will be accepted for transportation in accordance with 14 CFR Part 382.

**Seating Restrictions**

(See Exit Row Seating, Section 4.4)

## 4.12 Prisoner Acceptance

It is the responsibility of the station manager to observe the prisoner and make a determination that the prisoner will not require unreasonable attention from Freedom Air employees and will not endanger other passengers, employees, and/or property.

Each prisoner must be accompanied by an appropriate law enforcement officer. Two (2) officers are required if the prisoner is considered to be maximum risk. (FAR 108.21)

A Captain's Weapons Notification (Form FA-0003) must be filled out. The pilot in command and the flight attendant are to be notified that a prisoner is going to be boarded, and also notified if a change occurs in the seating of such persons.

A prisoner may be handcuffed if the accompanying guard deems it necessary. Handcuffed prisoners must also be wearing a safety waist belt to secure the cuffs to his/her waist.

Only 1 maximum risk prisoner is allowed per aircraft.

**Boarding and In-flight Procedures**

- Enplaning and deplaning procedure for the guard and the prisoner is decided upon with coordination with the guard and station manager or crewmember.
- The prisoner and guard are to be seated in the rearmost seats available, excluding all emergency exit seats or lounge areas. The guard should always be seated on the aisle side of the prisoner and the prisoner should not be seated next to a passenger.
- No prisoner is to leave the assigned seat without the guard's consent and the guard must accompany the prisoner at all times.

Snacks may be served at the discretion of the guard.

## 4.13 Runaways

Runaways may be accepted for transportation provided they are accompanied to the airport by an authorized representative of a state or local social administration or a responsible adult and arrangements have been made for an adult to meet the flight at the destination city.

Runaways are to be pre-boarded and seated in the rear-most available seat.

The runaway should not be allowed to deplane at any point prior to the destination shown, unless a connection is involved. At destination or connecting city, a flight attendant is to escort the runaway to the station manager.

**Seating Restrictions**

(See Exit Row Seating, Section. 4.4)

## 4.14 Passengers Traveling Without a Visa

Aliens who are in transit are accepted for travel on Freedom Air. Ground personnel will give the flight attendant the completed TWOV envelope for each individual. The passenger's passport, documents, and tickets will be enclosed/attached.

The flight attendant is responsible for retaining the envelope and documents. Do not surrender these items to the passenger. At the arrival city, the flight attendant is to escort the alien to ground personnel and give the agent the envelope and accompanying documents.

If the flight makes any intermediate stops enroute to the alien's destination city, the alien is to remain onboard. If all passengers are to leave the aircraft for any reason, the flight attendant must notify ground personnel that an alien is on board. The flight attendant may be requested to escort the alien to a place where an agent can arrange surveillance. The TWOV documents are to remain in the possession of Freedom Air personnel at all times.

# Chapter 5: Flight Safety

## 5.0 Aircraft Security

**(FAR 121.538)**

Preflight checks of the cabin are to include a visual check for any items which may have been placed onboard. This check is also to be accomplished between each flight segment, prior to passenger boarding. If an unusual/suspicious item is found, notify the captain and ground personnel immediately. Suspicious items/bomb procedures are outlined in chapter 9 of this manual.

Do not allow any unauthorized personnel to board the aircraft or enter a secured area. Challenge by tactfully requesting to see a boarding pass/ticket or proper identification. If he is an unauthorized or un-badged individual, he shall be reported to the Station Manager.

Monitor the cabin throughout the boarding process, being alert to suspicious/unusual activity or items.

Crewmember personal luggage is to be kept with or within view of the crewmember at all times, especially when outside a secured area.

Baggage tags are not to be left unattended in public view.

### 5.0.1 Closing and Locking of the Crew Compartment Door

**(FAR 121.457 & 121.459)**

It is the pilot in command's responsibility to ensure the flight crew compartment door is closed and locked during flight. It is the flight attendant's duty to close and lock the door prior to the closing of the aircraft entry door.

## 5.1 Admission to Flight Deck

**(FAR 121.547)**

The flight crew must determine that any person who occupies the flight deck jump seat or any other seat, not in compliance with passenger carrying requirements stated in section 3.3 of this manual, possesses the physical, cognitive, and/or language capabilities required to:

1. Reach upward, sideways, or downward to the location of any emergency exit, including the overhead cockpit exit;
2. Without assistance, be able to manipulate the exit by grasping, pulling, pushing, turning, or otherwise operating the exit mechanisms and observer's seat operation;
3. Without assistance, be able to push, shove, pull, or otherwise expeditiously open the emergency exit;
4. Be able to reach all exits;
5. Be able to don and use PBE;
6. Be able to locate and use the seatbelt and shoulder harnesses without assistance from crewmembers;
7. Possess sufficient visual capacity to perform the specified physical capabilities with regard to emergency exits, operating mechanism and emergency equipment without visual aids beyond contacts or eyeglasses;
8. Possess sufficient aural capacity to hear and understand instruction by the crewmembers without assistance beyond a hearing aid;
9. Possess the ability to adequately impart information orally to the crewmembers;
10. Possess the ability to read and understand instructions related to emergency evacuation procedures and equipment provided by Freedom Air in text or graphic form such as the briefing card; and
11. Possess the ability to hear and understand oral instructions from the crewmember.

Additionally, the individual who is authorized to enter the cockpit must have a completed FAA 8430-6, Admission to Cockpit form, be verified through the CASS computer database system or verified through Freedom Air identification procedures. Refer to ARINC Appendix in the Passenger Service Manual.

### 5.1.1 Authorized Persons

**(FAR 121.547, 121.548 & 548a, 121.550 & 121.581)**

Persons authorized to the flight deck are:

1. A crewmember;
2. An FAA air carrier inspector presenting form 110A, "Aviation Safety Inspector's Credential," to the captain, or a DOD commercial air carrier evaluator who presents his credentials must be given free and uninterrupted access to the pilot's compartment;
3. An authorized representative of the National Transportation Safety Board who is performing his duties;
4. An employee of the United States, the certificate holder, or an aeronautical enterprise who has the permission of the captain and whose duties are such that admission to the flight deck is necessary or advantageous for safe operations;
5. A Secret Service Agent who is assigned the duty of protecting a person aboard the aircraft must be admitted to the flight deck after presenting his Secret Service credentials;
6. Any person who has the permission of the captain and is specifically authorized by the certificate holder management and by the administrator; and
7. The restrictions found in TSR Part 1544.237 must be applied to anyone desiring entry to the flight deck.

**NOTE:** For more details, refer to paragraph 5.1.2.

### 5.1.2 Compliance Table - Admission to Flight Deck

| Authorized Position(s) | Applicable Regulation | Authorization Circumstances(Who the Administrator is allowing) | Seat in back required | Security Information ID, Form, or Other |
|---|---|---|---|---|
| Crewmember | § 121.547(a)(1) | Crewmembers assigned duties on that flight (Flight crewmember, check airman, cabin crewmember). NOTE: This does not include deadheading or off-duty flightcrew personnel. | NO | Certificate holder's verification process & procedures IAW the manuals required by § 121.133 |
| 1) FAA aviation safety inspector (ASI) | § 121.547(a)(2) & § 121.548 NOTE: Paragraph (a)(2) does not limit the emergency authority of the pilot in command to exclude any person from the flight deck in the interest of safety. | 1) Safety-related duties as required by 14 CFR who is checking or observing flight operations. | NO § 121.547(c)(1) | 1) ID - FAA Form 110A; ASI also provides FAA Form 8430-13 to air carrier personnel for en route inspections. |
| 2) NTSB Investigator | | 2) Performing official duties. | NO § 121.547(c)(1) | 2) NTSB ID Card (Form 1660.2) and NTSB Form 7000-5 |
| 3) DOD Commercial Air Carrier Evaluator | § 121.547(a)(2) &§ 121.548a | 3) Checking or observing flight operations. | NO § 121.547(c)(1) | 3) S&A Form 110B NOTE: DOD personnel without a Form 110B must be issued a Form 8430-6 by AFS-200 and must have a seat available in the passenger compartment. |

| | | | | |
|---|---|---|---|---|
| An employee of:The United States: | § 121.547(a)(3) | Must have the permission of all 3: a) PIC b) An appropriate management official of the part 121 certificate holder c) The administrator | YES | a.) PIC must follow company policies and procedures IAW § 121.133b) Management official must follow company policies and procedures IAW the manual required by § 121.133c) The administrator may delegate this authority to AFS-200 or to the POI. |
| Federal Air Marshall (FAM) | 49 CFR § 1544.237 | When operationally airborne and threat requirements dictate the need for access to the flight deck. | YES | ID issued by Department of Homeland Security (DHS) |
| US Air Traffic Controller (ATC) | § 121.547(a)(3)(ii)(A) | When authorized by the administrator to observe ATC procedures. | NO § 121.547(c)(2) | Evaluation staff, FAA Form 7010-2 and 7000-1 FAA Form 3120-28 IAW Air Traffic Procedures |

| | | | | |
|---|---|---|---|---|
| An employee of a part 119 certificate holder whose duties are such that admission to the flight deck is necessary or advantageous for safe operations; or | § 121.547(a)(3)(ii)(B) | Individuals employed by the certificate holder conducting the flight and eligible under this section include: -a) Non-operating pilots; b) Other personnel authorized by 14 CFR to observe flight operations; c) persons whose duty is directly related to the conduct or planning of flight operations or in-flight monitoring of aircraft equipment or operating procedures, if their presence on the flight deck is necessary to perform their duties and have been authorized in writing by a responsible supervisor listed in the operator's manual as having that authority (i.e. certificated dispatchers, flight followers, simulator instructors, on-duty mechanics, and, for all-cargo operations, animal handler(s), hazardous material handler(s), those responsible for cargo security, cargo handler(s) necessary for the loading and unloading, or testing/ evaluating, of cargo/cargo containers or loading equipment). | NO§ 121.547(c)(3)or§ 121.547(c)(5) | Certificate holder's verification process & procedures IAW the manual required by § 121.133 NOTE: Employees of traffic, sales, and other air carrier departments not directly related to flight operations cannot be considered eligible unless authorized under § 121.547(a)(4). |

| | | | | |
|---|---|---|---|---|
| | | d) Individuals employed by another part 121 certificate holder whose duties with that part 121 certificate holder require an airman certificate and who is authorized by the part 121 certificate holder operating the aircraft to make specific trips over a route. | NO§ 121.547(c)(4) | Certificate holder's verification process & procedures IAW the manual required by § 121.133 & OpSpec A048 (See Vol. 3. Ch. 1, Sec. 3) |
| 3) An employee of an aeronautical enterprise certificated by the administrator and whose duties are such that admission to the flight deck is necessary or advantageous for safe operations. | § 121.547(a)(3)(ii)(C) | A technical representative of the manufacturer of the aircraft or its components whose duties are directly related to the in-flight monitoring of aircraft equipment or operating procedures, if his presence on the flight deck is necessary to perform his duties, and he has been authorized in writing by the administrator and by a responsible supervisor of the operations department of the part 119 Certificate holder, listed in the Operations Manual as having that authority.The phrase "necessary or advantageous for safe operation" shall be strictly and narrowly interpreted. Examples that meet the intent of the rule might include: | NO§ 121.547(c)(6) | Certificate holder's verification process & procedures IAW the manual required by § 121.133 or FAA Form 8430-6 issued by POI.<br>NOTE: This does not include clerical, administrative, or management employees who are not directly involved with the safe operation of the aircraft. |
| | § 121.547(a)(3)(ii)(C) | a) Repair station (part 145) individuals whose duties are directly related to the in-flight monitoring of aircraft equipment | NO§ 121.547(c)(6) | a) Certificate holder's verification process & procedures IAW the manual required by § 121.133 or FAA Form 8430-6 issued by POI |

| | | | | |
|---|---|---|---|---|
| | § 121.547(a)(3)(ii)(C) | b) Part 142 training center instructors as required by § 142.53 | YES | b) Certificate holder's verification process & procedures IAW the manuals required by § 121.133 or FAA Form 8430-6 issued by POI |
| | § 121.547(a)(3)(ii)(C) | c) The holder of a production certificate (part 21) or type certificate-test pilots, flight test engineers, technical representatives when assigned responsibilities for monitoring equipment or evaluating procedures | NO § 121.547(c)(6) | c) Certificate holder's verification process & procedures IAW the manual required by § 121.133 or FAA Form 8430-6 issued by POI |
| Secret Service Agent | § 121.550 | Assigned the duty of protecting a person aboard an aircraft. | YES | U.S. Secret Service |
| Any person who has the permission of the pilot in command, and an appropriate management official of the part 121 certificate holder and the administrator. | § 121.547(a)(4) | Any person who, in the judgment of the administrator, has an operational need for a particular flight. This provision will be strictly and narrowly interpreted. | YES | AFS-200 issues FAA Form 8430-6 unless otherwise delegated to the POI |

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## 5.2 Sterile Cockpit Procedures

As per FAR 121.542, activities in the cockpit that are not required for the safe operation of the aircraft are prohibited during sterile cockpit phases of flight. Sterile cockpit phases of flight include all ground operations and all other flight operations conducted below 10,000 feet, except cruise flight. This period will apply from taxi until end of climb and when descending until blocking in at the gate after landing. During this time, activities in the cockpit not required for the safe operation of the aircraft are prohibited. Prohibited activities include non-safety related interphone and radio calls, announcements, log book entries, nonessential conversations, personal electronic devices (PED), including laptop computers and mobile telephones for personal activities unrelated to duties, and responsibilities required for conduct of a flight.

During sterile cockpit periods, the flight attendant is not to enter or call the cockpit unless it is necessary to relay information regarding emergency situations, or incidents involving the safety of the passengers and crew. Calls requesting gate information or wheelchairs and any non-essential conversation are prohibited.

The end of sterile cockpit phase, at the beginning of cruise flight, will be indicated by cycling the “seatbelt” sign. Again, at the top of descent, the “seatbelt” sign will be cycled to indicate the beginning of sterile cockpit phase until parked at the gate.

## 5.3 Weapons in the Cabin/Armed Passengers

No person may carry a deadly or dangerous weapin, either concealed or unconcealed, in the cabin or cockpit on any Freedom Air aircraft except when meeting any of the following conditions:

- Officials of Federal, State, Municipal or County Governments who are authorized to carry firearms and are doing so in the line of duty;
- Law enforcement officers, including military police, escorting a prisoner. Officers returning from prisoner escort may carry a weapon, provided they have the proper authorization and documentation;
- Other persons specifically authorized by Freedom Air;
- The official carrying the weapon must have presented his/her identification to the Ground Agent, and the flight attendant must be aware of the individual and seat assignment before boarding;
- A "Captain’s Weapons Notification" (Form FA-0003) will be completed for each individual. This form will be given to the captain by ground personnel, and the flight attendant will be notified regarding the seat assignment of the armed individual(s);
- If more than one armed individual is boarded on a flight, the flight attendant is to discreetly advise each armed individual and all crewmembers of the seat assignment and destination of the other armed individual(s); or
- No firearms or other dangerous weapons may ever be accepted for carriage on the Flight Deck.

It is the responsibility of the station manager to ensure that the proper credentials have been checked and the captain has been notified with a Captain’s Weapons Notification form. Persons with firearms are treated as normal passengers unless accompanying a prisoner.

## 5.4 Crewmember Interference

**(FAR 121.580)**

No person may assault, threaten, intimidate, or interfere with a crewmember, in the performance of the crewmember’s duties, aboard an aircraft being operated.

## 5.5 Smoking

Freedom Air has a no smoking policy, except in designated areas. The aircraft, ramp, terminal building and other such public places are not so designated.

### 5.5.1 Smoking in the Aircraft (Including Charters)

As a matter of policy, the “no smoking” sign is illuminated at all times during all flights. Passengers are advised not to smoke via the normal briefing announcement. Flight attendants will ensure compliance with this policy.

**Passenger Non-Compliance**

The FAA requires enforcement of the regulations by crewmembers. The role of the crewmember is to ensure that the passengers comply with the smoking regulations by providing them with information and, if necessary, a formal written notice that non-compliance is a federal offense.

If the subject of smoking and/or no-smoking is a controversial issue and discrimination must be used, avoid confrontation. If a passenger is suspected of smoking in the lavatory or of tampering with the smoke detector, or if a passenger refuses to extinguish a cigarette, follow the procedures outlined in Paragraph 5.6.

Accurate and complete documentation is essential when dealing with any smoking violations. The flight attendant will also complete and submit an Incident Report for documentation of the incident.

The passenger is not subject to arrest or any other enforcement action by Freedom Air or local law enforcement agencies. Freedom Air's enforcement responsibility has been fulfilled when the passenger was notified that he was in violation of federal regulations. Law enforcement officials who meet the flight can be utilized to obtain information which a problem passenger may not volunteer to a flight attendant. The company will forward a copy of the documented Incident Report to the FAA for appropriate legal action.

## 5.6 Disturbance Procedures

Safety and security-related disturbances are identified as alcohol related incidents, non-compliance with smoking regulations, interference with the duties of a crewmember, or anytime someone jeopardizes the safety of any person or of the aircraft. Disturbances can be divided into two groups: on the ground and in-flight.

There can be no specific response that can be given for handling disturbances. The crewmember must evaluate each situation individually and utilize his best judgment. Situations are always changing so the response may also change.

Guidelines can show what tools are available for responding to situations; however, a cool head and objective thinking response has the best chance of successfully resolving the situation. The situations could involve alcohol, deranged passengers, misunderstandings, security violations, or a multitude of other problems too numerous to list.

One guiding principle is to keep the situation on the ground and away from the airplane. If a problem occurs during boarding, leave the problem on the ground, which may mean deplaning a passenger. If the problem occurs during flight, then seek a temporary solution in the air and solve the problem on the ground.

**Guidelines to Follow:**

A. Flight attendant requests passenger to comply.
- Passengers will comply most of the time.
- No further action required by the flight attendant. Most situations are solved at this level.
- If passenger does not comply, proceed to next step.

B. Flight attendant again politely requests passenger to comply.
- Some passengers need multiple requests.
- The company still wants the passenger to return as a customer.
- If passenger does not comply, proceed to next step.

C. Passenger is told to comply.
- Use a firm voice. Inform the passenger of consequences of non-compliance.
- The company is losing interest in this person as a return passenger.
- If passenger does not comply, proceed to next step.

D. Inform other people.
- Another individual may have more success in receiving compliance from the passenger.
- On the ground -
  - Company agents, security.
- In the air -
  - Pilots, another passenger.
- If passenger does not comply, proceed to next step.

E. Seek Assistance.
- On the Ground.
  - Use ground personnel, security, pilots and passengers.
- In the Air.
  - Use passengers; pilots will remain in the cockpit and will request security to meet the plane upon arrival.

A written or oral notice may be given to the person informing him that objectionable and illegal behavior is in violation of federal law. A written notice is found at the bottom of the Incident Report (Form FA-0006). If the passenger is deplaned at an intermediate stop, an Incident Report must be completed and presented to the station manager, who is the complaint resolution officer (CRO).

It is important to note that in the event of violent behavior or sexual harassment, or in situations where safety is in question, then any of the above steps may be omitted and immediately seek assistance from others or notify security. Assistance may be obtained from any of the following:

- Ground and boardingagents - They may call security;
- Security personnel (upon request);
- Pilots - The pilots will not leave the cockpit during flight, but on the ground they may; or
- Passengers - Passengers have a vested interest in resolving the situation.

Any other assistance deemed necessary or reasonable may be obtained by the flight attendant.

## 5.7 Safety Belts

**(FAR 121.311)**

All passengers two (2) years old and over must be seated in separate seats with a seatbelt fastened for all takeoffs and landings and en route when the “seatbelt” sign is on. Check passengers to ensure their seatbelt is fastened. Offer to assist, if necessary.

A child who is less than two (2) years of age may be held by an adult who is occupying a seat. A seatbelt must never be fastened around both an adult and a child. When checking belts, ensure that only the adult is fastened in and that the child is held securely on the adult's lap.

Bassinets may be provided for infants by the passenger. Whenever the seatbelt sign is on, the infant must be removed from the bassinet and held by an adult passenger.

Seatbelt extensions are provided for passengers requiring more seatbelt length for securing bassinets, etc. Return the extensions to the storage location when no longer needed.

## 5.8 Evacuation Capability

**(FAR 121.570) (Extracted in part)**

At all times, during all flights, Freedom Air crewmembers will ensure that passengers are on board prior to airplane movement on the surface and at least one floor-level exit provides egress of passengers through normal or emergency means.

# Chapter 6: Carry-On Baggage/Cargo

## 6.0 Carry-On Baggage

**(FAR 121.589)**

Unless carry-on baggage easily is of a size that will fit under a passenger seat and/or in an overhead storage compartment, passenger service agents will measure the item by its length, width and height to determine if an item will fit. A box will be kept at each counter showing the allowable limits to each agent. If an item is too big, it will be taken as checked-in baggage only.

In instances when baggage does not meet these requirements, it may be carried in passenger seats in the cabin, provided:

- It is stowed immediately aft of a bulkhead or cabin divider;
- It is secured with a seatbelt or approved tie down so as to prevent shifting;
- It is not obstructing an emergency exit or access to an emergency exit or information sign;
- It is not obstructing the passenger's access to or from his seat; and
- It does not impose any load on seats, floor or other structure that exceeds the load limit for that structure and is packaged or covered to avoid possible injury.

When a seat is purchased to transport delicate baggage items, the following criteria must be met:

**(FAR 121. 285)**

- The article must be capable of being properly secured in the seat through use of the seatbelt;
- The weight of the article is not to exceed 180 pounds in order to ensure that the area load factor requirement is not exceeded;
- The article cannot be stowed in a manner that restricts access or use of the aisle or any exit, and it cannot be allowed to obscure any passenger's view of seatbelt, no smoking or exit signs;
- Items must be packaged in a manner that would avoid possible injury to occupants of the cabin;
- Items may not be stowed in the same compartment along with required safety equipment; and
- Lavatory is not to be used to stow excess carry-on baggage, trash, galley equipment, etc.

Each passenger must comply with instructions given by crewmembers regarding compliance with the above requirements. (121.589(e))

All carry-on baggage must be stowed prior to closure of the boarding door.

The door is not to be closed until the flight attendant has confirmed that all items are properly stowed and all emergency equipment in overhead storage compartments are accessible, which means:

- It is not covered up;
- Nothing is stowed on top of or in front of it, and it is in full view; and
- All overhead storage compartments are closed.

### 6.0.1 Approved Carry-On Baggage Program

Compliance with existing FARs –

- Freedom Air's carry-on baggage program is in compliance with existing FARs.

Prevention of boarding carry-on baggage which cannot be properly stowed under the seat or in the overhead compartments –

- Gate, check-in counters, and airplane entry points will be utilized to scan and screen all carry-on baggage to determine if it meets Freedom Air's carry-on size and limitations requirements. Freedom Air must refuse any carry-on bags which do not meet these requirements or which cannot be safely stowed in the passenger cabin. The refusal of such bags must be handled in accordance with our policy on handling carry-on baggage which cannot be properly stowed.

Scanning will be done by –

- Gate agents and/or employees lifting tickets at Freedom Air facilities.
- The flight attendant when at facilities not normally used by Freedom Air.

Under normal conditions Freedom Air will accept two carry-on items. Acceptance of more than two carry-on items is permitted when the total dimensions do not exceed the limiting dimensions listed below and the interior cabin stowage capability will permit stowage of the items.

Approximate limiting dimensions of storage areas are:

- Overhead storage compartments: 9 x 24 x 13 inches (max weight 24 lbs).
- Under the seats: 18 x 16 x 12 Inches.

Carry-on items which appreciably exceed an individual dimension or whose cumulative total (width x height x length) is appreciably in excess of the cumulative totals are not to be accepted. Carry-on items which appear too large or irregularly shaped to fit under the seat or in an overhead storage compartment cannot be accepted for cabin stowage. Most overhead storage compartments will reach their volume limits well before reaching their weight limits. However, each has weight limitations, and attention must be paid to ensure that these limits are not exceeded.

The carry-on limit defined above is exclusive of the following:

- A handbag (pocketbook or purse);
- An overcoat or wrap;
- A laptop computer;
- An umbrella;
- A camera;
- A reasonable amount of reading material;
- An infant bag;
- Crutches, cane, braces or other prosthetic device upon which the passenger is dependent; and
- Infant/Child safety seat. An infant/child safety seat not used in the transport of infant/child will be considered carry-on baggage.

Freedom Air may place additional limits on carry-on baggage whenever operationally required, such as to reduce congestion or to improve passenger processing. Carry-on baggage may be reduced to one carry-on bag for some passengers in order to meet the requirements of this program. Information on the contents and application of Freedom Air's carry-on baggage program will be provided to passengers by the following method(s) in descending order of priority:

- In boarding announcements; and
- Signs at the ticket counters.

Information regarding the approved carry-on baggage program will be provided to employees in Freedom Air manuals. Crewmembers will have available a full and complete copy of the program while on duty.

### 6.0.2 Proper Stowage of Carry-On Baggage and Cargo in the Cabin

The designated cabin crewmember is responsible for ensuring the proper stowage of all carry-on baggage. Carry-on items that cannot be stowed must be delivered to the ground agent to be processed as checked baggage.

The volume of carry-on items will likely exceed stowage capacity well before floor or overhead compartment weight limitations are approached. However, care must be taken to observe the loading of compartments in order to ensure that loading limits are observed. Overhead compartments must have items stowed to permit easy closing of the compartment door. Removal of items to other areas or re-stowage within the compartment may be necessary to achieve this.

Carry-on baggage is not permitted in overhead compartments or any other area whose carriage interferes with crew access to emergency equipment or blocks passengers' view of the "no smoking," "fasten seatbelt" or "exit" signs.

Before closing the door, the flight attendant will check that all hand carry items are properly stowed under the seat or in the overhead compartments.

Normal size walking canes will fit in the overhead compartments. Others are to be placed along the cabin wall next to the seat. Cane stowage is to be in compliance with the specific provisions of FAR 121.589(e); otherwise canes will be placed in the baggage compartment.

### 6.0.3 Handling Carry-On Baggage Which Can Not Be Properly Stowed

Carry-on baggage that does not meet Freedom Air's size or weight limitations must be properly tagged. Baggage tags issued by the flight attendant are found at the flight attendant station. The ground agent will include the baggage with other checked baggage for weight and balance purposes.

Procedures are in place for handling oversized and/or overweight baggage when determined in the following areas.

- At the counter - The hand-carry item or bag will be tagged and accepted as checked or excess baggage.
- At the gate - The hand-carry item or bag will be tagged and stowed in the cargo bin. The ramp agent will notify Dispatch of the change in ramp weight.
- On board the aircraft - The hand-carry item or bag will be tagged and stowed in the cargo bin. The ramp agent will immediately notify Dispatch of the change in ramp weight.

### 6.0.4 Stowage of Personal Equipment

**Storage of assistance devices:**

**(FAR 121.589)**

- Canes and other assistance devices will be stowed on board in close proximity to the passenger's seat.
- Canes and other assistance devices must meet the criteria of FAA safety regulations for carry-on items.
- Canes and other assistance devices are not counted as part of the passenger's allowable carry-on limit.

**Storage of folding wheelchairs onboard**

Wheelchairs or components of wheelchairs may be stowed in overhead compartments or under the seat, consistent with the established guidelines for carry-on items. Priority will be given to the passenger storing wheelchair components over the carry-on items being stowed by other passengers.

Passengers who pre-board may stow a folding wheelchair in the baggage compartment as checked baggage.

Onboard storage space is available on a first-to-board basis.

**Wheelchairs and other assistance devices (as checked baggage)**

Electric wheelchairs will be carried as checked baggage. Freedom Air's policy requires that batteries from electric wheelchairs are to be removed from the chair, unless the chair can be secured in an upright position. If the chair is equipped with a spillable battery, the captain will be notified via the Hazardous Material PIC Notification form (FA-0012).

Wheelchairs and other assistance devices are accepted as checked baggage at no extra charge.

The passenger may request the wheelchair or other assistance device to be returned either at the door of the aircraft or at the baggage claim area.

Wheelchairs and other assistance devices will have priority over other baggage or cargo.

**Seat Assignment/Restrictions**

Disabled passengers cannot be required to sit in a particular area or seat on the basis of handicap, except to comply with FAA safety regulations FAR 121.585 regarding exit row seating.

**Handling Procedures**

Each individual is to be handled with courtesy and respect. Assistance should be offered, but not insisted upon, during boarding, movement throughout the aircraft and deplaning.

It is the responsibility of the flight attendant to ensure that each passenger receives the appropriate individual safety briefing prior to takeoff. The individual safety briefing is to be conducted as inconspicuously and discreetly as possible. Handicapped passengers are not to be quizzed on the safety briefing.

## 6.1 Carriage of Cargo in Passenger Compartment

**(FAR 121.285) (Extracted in part)**

Cargo may be carried aft of a bulkhead or divider in any passenger compartment provided the cargo is restrained to the load factors in § 25.561 (b) (3) and is loaded as follows:

- It is properly secured by a safety belt or other tie down having enough strength to eliminate the possibility of shifting under all normally anticipated flight and ground conditions;
- It is packaged or covered in a manner to avoid possible injury to passengers and passenger compartment occupants;
- It does not impose any load on seats or the floor structure that exceeds the load limitation for those components;
- Its location does not restrict access to or use of any required emergency or regular exit, or of the aisle in the passenger compartment; and
- Its location does not obscure any passenger's view of the "seatbelt" sign, "no smoking" sign, or required exit sign, unless an auxiliary sign or other approved means for proper notification of the passenger is provided.

## 6.2 Animals in the Cabin

Freedom Air will accept animals in the cabin and/or cargo containers. The following policies will be adhered to:

1. No more than three suitable contained animals may be in the cabin if the container/animal -
   A. Will prevent spillage of fluid and materials;
   B. Is strong enough to withstand the rigors of flight;
   C. Is capable of meeting the carry-on baggage requirements (i.e., being stored in the overhead compartment, under the seat, or strapped in an empty passenger seat);
   D. Will not prevent the escape of the animal; or
   E. Does not cause annoyance or discomfort to the other passengers.
2. More than three animal containers may be accepted if approved in advance by the flight attendant and PIC. The approval is based on attributes such as the type of animal and the container size. Examples of acceptable animals are -
   A. Several normal aquarium-size fish;
   B. A nest of small hatchling birds; or
   C. A box of fruit flies.
3. Station personnel must first confirm with the PIC and flight attendant prior to performing the action of accepting three or more containers for the cabin before allowing the passengers to be boarded. This does not apply to animals loaded as cargo.

**NOTE:** These policies/procedures do not apply to seeing eye dogs.

## 6.3 Portable Electronic Devices

**(FAR 121.306)**

Portable electronic devices can be classified into three categories:

1. Items that can be used at any time;
2. Items that should not be used during takeoff and landing, including taxi; and
3. Items that should not be used at any time.

During pre-departure and in-flight cabin checks, flight attendants need to ensure the appropriate restrictions are complied with during each stage of flight.

For purposes of this policy, the takeoff/landing phases will coincide with the seatbelt sign being turned on, indicating sterile cockpit.

Items that can be used at any time but must be properly stowed during taxi, takeoff and landing are:

- Any medically prescribed, physiological instrument (e.g., hearing aids, pacemakers, etc.);
- Electronic watches;
- Cameras / portable video tape recorders;
- Calculators; and
- Portable audio tape recorders

The following items should NOT be used during the takeoff/landing/taxi phases of flight and/or anytime the seatbelt sign is turned on indicating sterile cockpit:

- Electronic calculators or entertainment devices; and
- Personal computers

All items will be properly stowed in the overhead storage compartments or under the seats for taxi, takeoff, and landing.

The following items should not be used at any time while onboard the aircraft. These include, but are not limited to:

- Televisions;
- AM/FM radios;
- Citizen band radios;
- Transmitters of remote controlled toys;
- A transmitting device of any kind; and
- Cellular telephones.

### 6.3.1 Weight Assessment of Carry-On Baggage

Freedom Air's weight and balance program includes a weight assessment for carry-on baggage which is consistent with the guidelines prescribed in FAA Advisory Circular AC 120-27C and is included in Part E of approved Operations Specifications.

**Training**

Freedom Air's Carry-on Baggage training program is reflected in the manuals and training programs of all crew members and appropriate ground personnel. The training program includes:

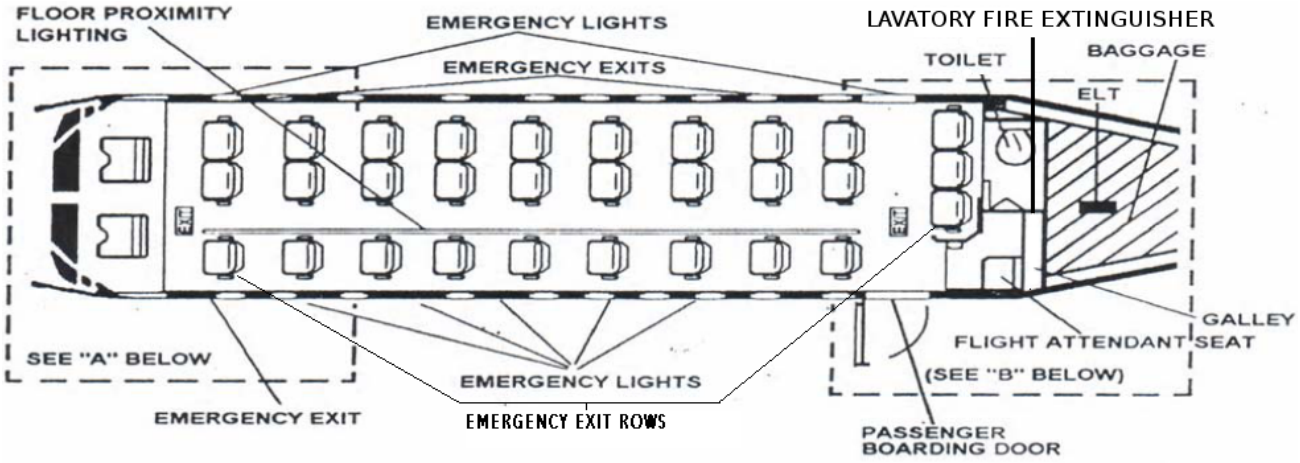
- Carry-on baggage limitation;
- Scanning for proper dimensions;
- Stowing of carry-on baggage;
- Processing of carry-on baggage that cannot be properly stowed in the cabin;
- Stowing of cargo in the cabin;
- Crew coordination;
- Information given to passengers;
- Types of stowage provisions and limitations; and
- Handling of carry-on baggage during an emergency.

# Chapter 7: Description of SD3 Aircraft

## 7.0 General

The Shorts SD3-60 is a wide-bodied commuter type aircraft. The aircraft is designed for the transport of passengers on short to medium routes by day or night and can be adapted to accommodate cargo and passengers or cargo only. A large door at the forward end of the passenger compartment (left) is for cargo handling.

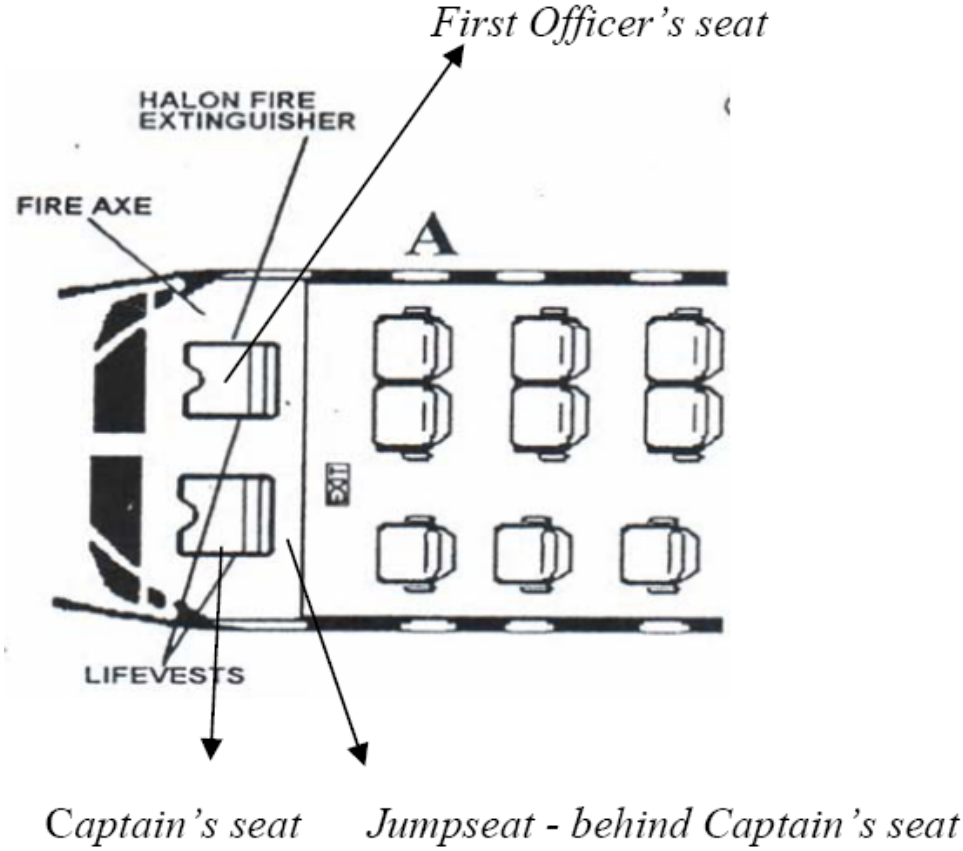
The SD3-60 requires the use of 3 crewmembers: 2 pilots and 1 flight attendant.




## 7.1 Flight Compartment

The flight compartment is arranged for two-pilot operation, with provision for the accommodation of an additional crewmember by the fitting of a jumpseat on the left side – behind the captain's seat.

Entry to the flight deck is via the passenger entrance door and through either of the two sliding doors in the bulkhead separating the passenger and the flight compartments. These doors may be locked closed and may only be opened from the flight compartment side.

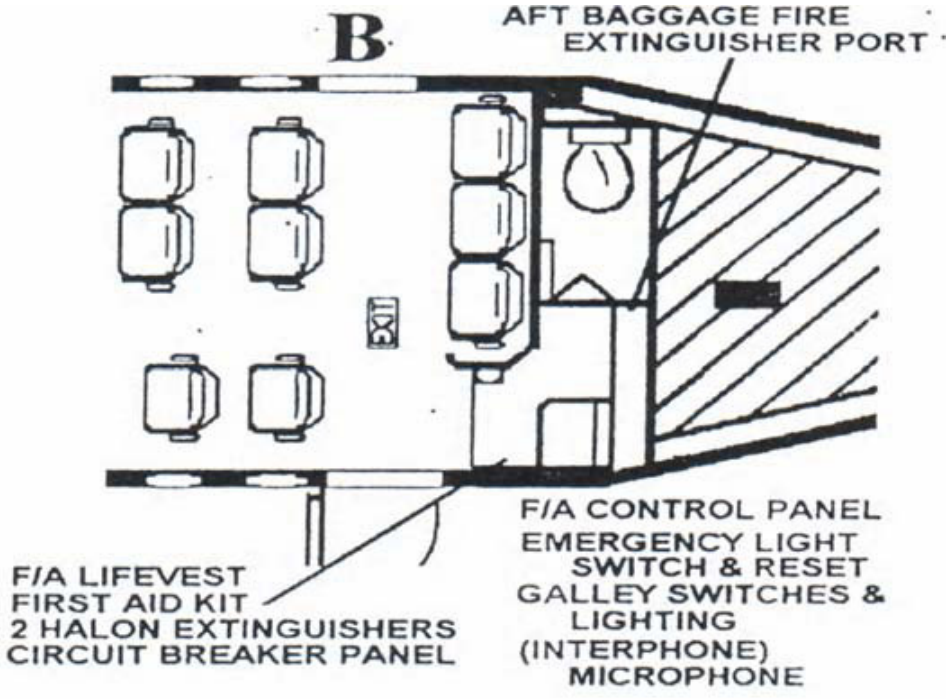



## 7.2 Passenger Compartment

Seating for 30 passengers is provided by 9 rows of forward-facing seats, each row consisting of one single seat on the left side of the aisle and one double seat on the right side. At the end of the passenger compartment there is 1 row consisting of 3 seats. Each seat position is provided with individually controllable air conditioning, reading light and flight attendant call button.

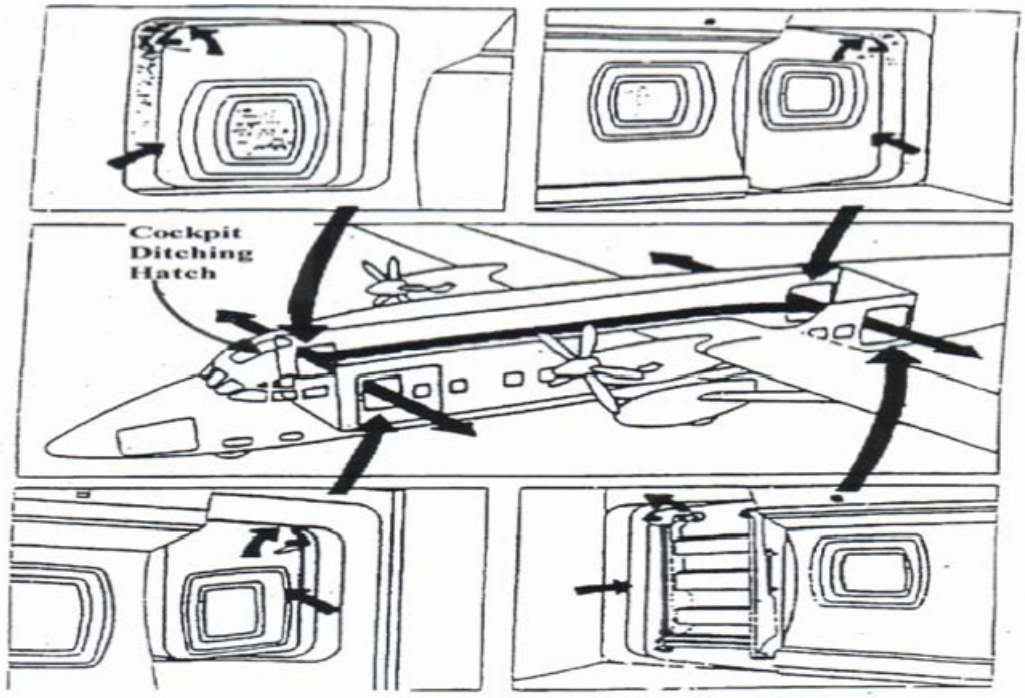
The aft of the passenger compartment contains the passenger utilities – galley and lavatory. The flight attendant seat is located at the galley unit.

Passengers enter the compartment through the boarding door on the left side at the rear of the compartment. Passenger entry steps shall be installed at this door to facilitate boarding.




**Emergency Exits**

The SD3-60 has a total of 4 emergency exits with an additional hatch-type exit in the cockpit above the first officer's seat. There are 2 window exits located at the front of the cabin and two floor-level exits at the rear.

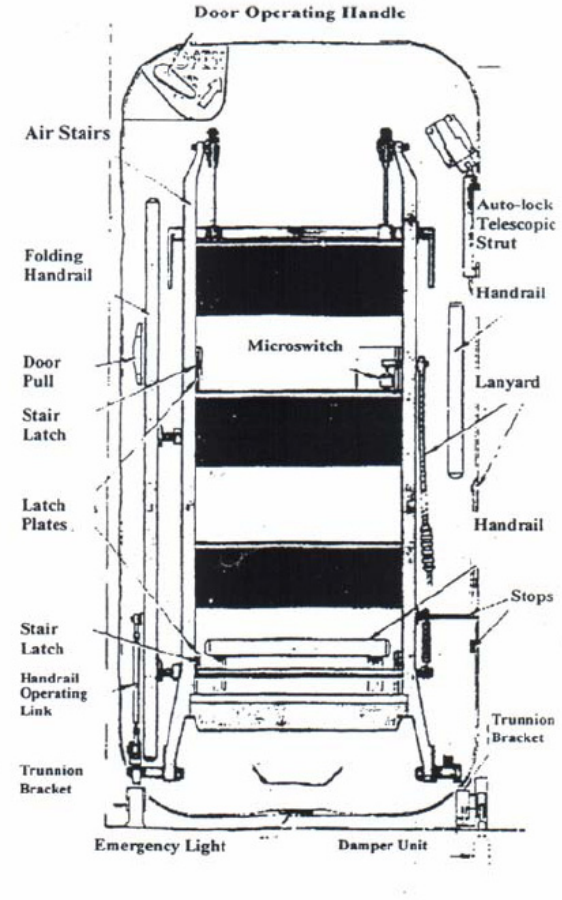


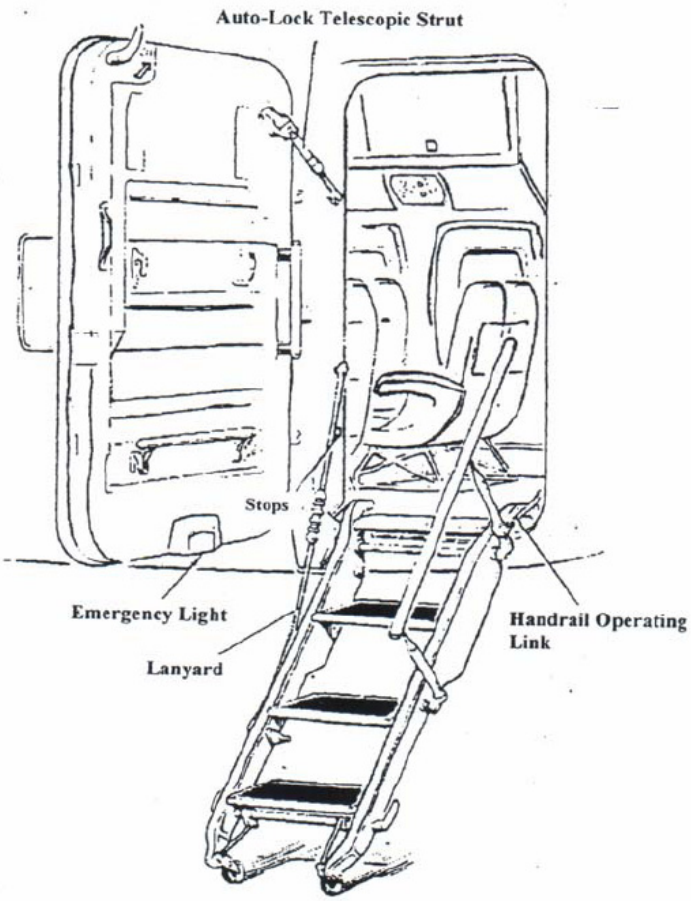

## 7.3 Passenger Boarding Door

The aircraft has a manually operated passenger boarding door. It is possible to operate the door from both inside and outside the aircraft. A warning light in the cockpit indicates that the door is not locked.

**Normal Operation**

- To open:
  - Place left hand under top step. With the right hand, push up on the stair release latch;
  - Gently pull up and out with the left hand, and let the steps drop into the floor mounts (trunnion brackets);
  - Rotate the door-operating handle to the left, and push out on the door until it latches open; and
  - Push out on the steps and let them fall at their own rate. Do not guide them by hanging on to the rail or lanyard.
- To close:
  - Stand at the doorway, facing out, bend over and, with right hand, grab the plastic handle on the lanyard;
  - Pull the steps up;
  - Reach out, rotate the auto lock telescope strut and allow door to swing shut;
  - Grab the door, pull with left hand, and pull door shut;
  - While holding the door shut, rotate the door-operating handle to the right;
  - With both hands on the upper step, gently push up and in on the steps until they lock into place; and
  - The door is now closed and the “door open” warning light in the cockpit will be extinguished.



**Emergency Door Operation**

- Do not operate steps;
- Assess conditions - clear;
- Turn door-operating handle to the right; and
- Push out on door until it latches open.

### 7.3.1 Use of Ground Stairs

When stairs are available, the door mounted air stairs will remain on the door and ground stairs will be put in place by the ground crew. The stairs will remain stowed on the door at all times.

To open the door, The Emergency Door Operations steps will be followed.

- Do not operate the stairs
- Assess conditions - clear
- Turn door operating handle to the right and push out on door until it latches open
- Wait for stairs to be positioned for unloading.

To close the door

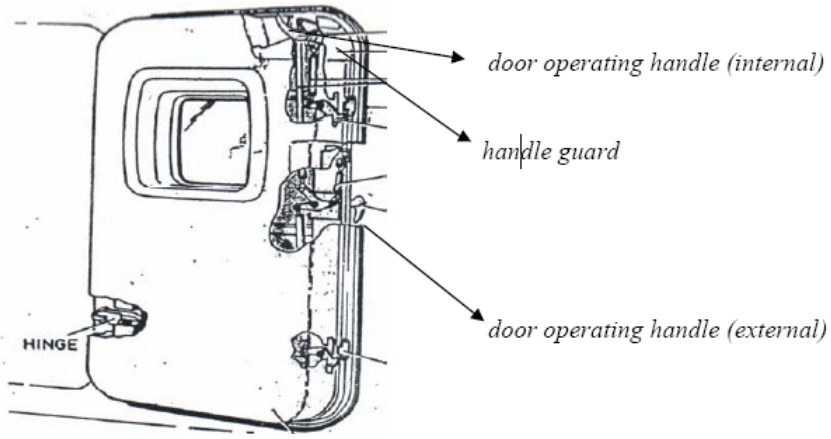
- Reach out , rotate the auto lock telescope strut and allow the door to swing shut.
- Grab the door, pull with the left hand, and pull door shut.
- While holding the door shut, rotate the door-operating handle to the right.

## 7.4 Service Door

A floor level emergency exit is provided on the right side of the passenger compartment, opposite the passenger-boarding door. This exit may also be used as a service door, if required.

Visual means shall be provided to indicate that the door is fully locked and a door open warning light shall be provided in the flight deck.

*Service Door (open) – view from outside of cabin*




**Normal Operation**

- To open:
  - Grasp door operating handle and rotate to the right; and
  - Push the door out until it locks open.
- To close:
  - Press on lever in the hinge edge of door to release latch;
  - Grasp handle and pull door closed; and

- While maintaining inward pressure, rotate handle left until completely closed.

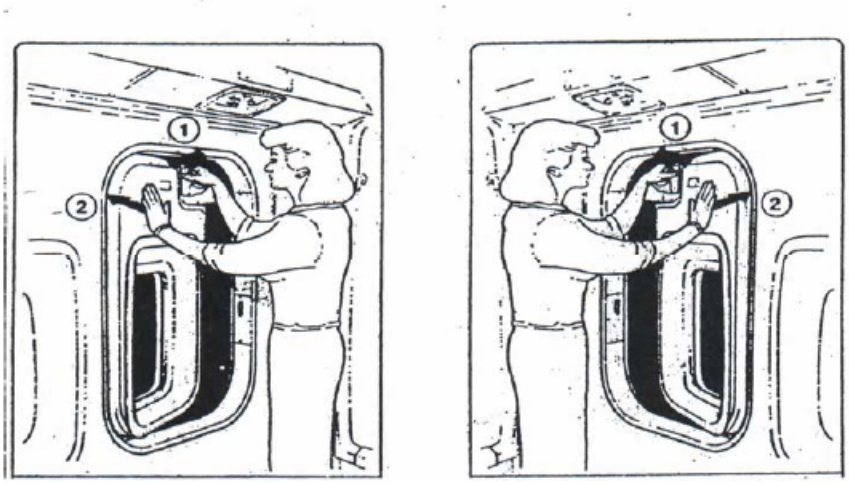
**Emergency Service Door Operation**

- Assess conditions - clear;
- Turn door operating handle upwards; and
- Push out on door until it latches open.

## 7.5 Window Exits

There are two non-floor level exits (window exits) at the front of the cabin: one on the left and one on the right.

*Left window exit* *Right window exit*




**Normal and Emergency Operation**

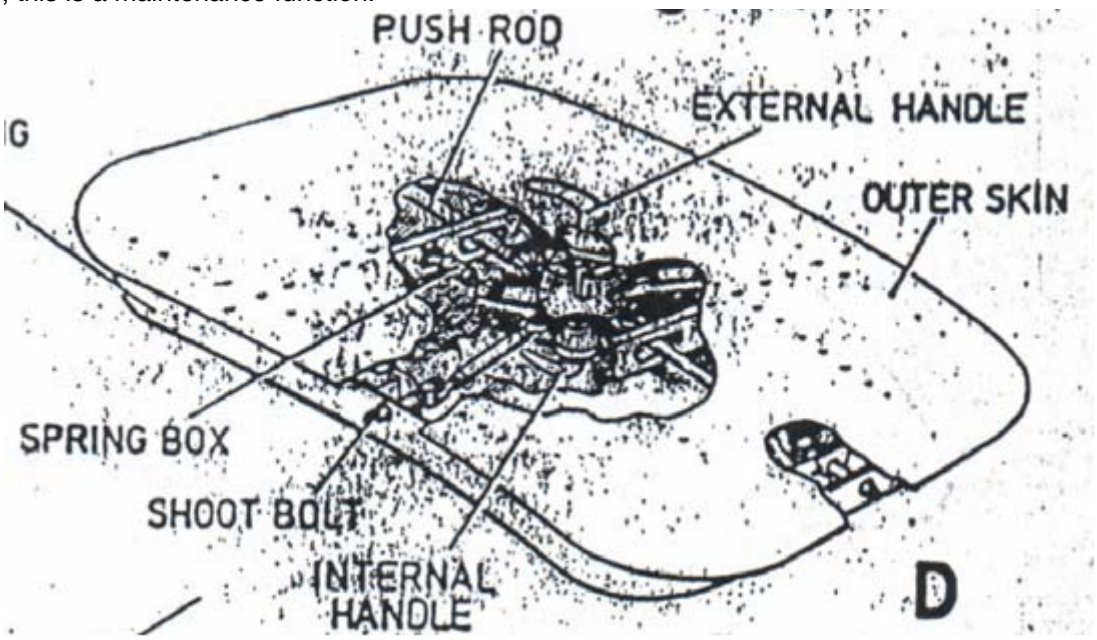
- To open:
  - Grasp door - operating handle and rotate upward; and
  - Push out on the window exit until it locks open.
- To close:
  - Press on lever in hinge edge of door to release latch;
  - Grasp handle and pull door closed; and
  - While maintaining inward pressure, rotate handle downward until completely closed.

## 7.6 Overhead Hatch

There is an additional overhead hatch in the cockpit located above the RH pilot seat.

- To open:
  - Grasp the handle at the center of the overhead hatch and rotate counter-clockwise; and
  - Push out on the hatch.
- To close:
  - Grasp handle, pull hatch down; and
  - While maintaining downward pressure, rotate handle clockwise until completely closed.

Normally, this is a maintenance function.




## 7.7 Fire Protection

The suppression of potential hazards has been given special attention during the selection of material and aircraft components for the SD3-60. Non-flammable and fire resistant materials have been used as much as practical throughout the cabin. Sophisticated fire detection systems are incorporated in the baggage compartments. Means of detecting and extinguishing fires in the engine compartments are also provided.

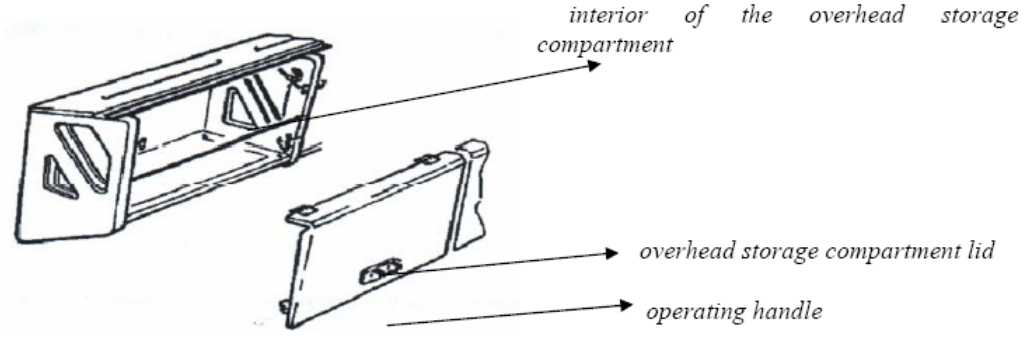
There are three hand held fire extinguishers on board the aircraft: one in the flight deck and two in the passenger cabin. Each bottle is equipped with a pressure relief device. There is also an indication that the bottle has been discharged. When this happens, the red disc on the side of the discharge head will be missing.

Independent fire extinguishing discharge systems are fitted in each baggage compartment. The portable fire extinguisher carried in the flight deck may be connected to the forward baggage discharge system. The flight attendants are responsible for the operation of the hand-held fire extinguishers in the cabin and must be able to extinguish a fire in the rear baggage compartment.

A fire extinguisher is located in the trash recepticle in the lavatory. The fire extinguisher is heat activated in the event of a fire in the bin and will discharge an extinguishing agent. The flight attendant has no control of this equipment and there is no preflight.

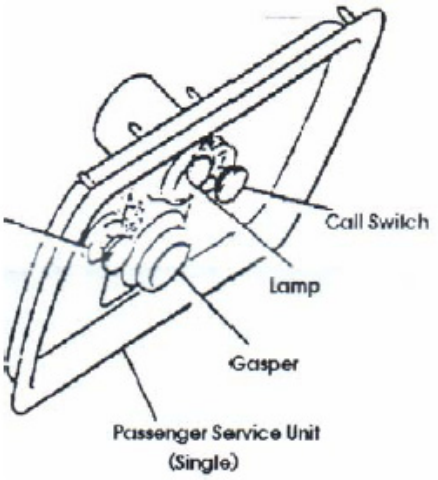
## 7.8 Overhead Storage Compartments

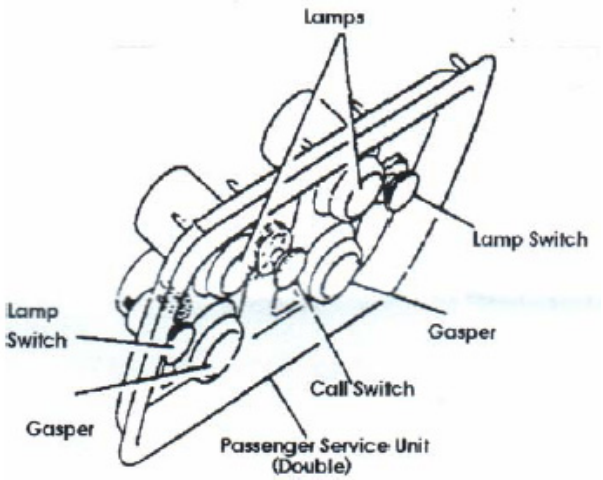
There are 12 overhead storage compartments on each side of the cabin and one above the seat row at the rear. The total capacity of the storage compartments is about 42 cubic feet. A lid attached to the compartment can be opened, closed and secured shut. Each storage compartment allows up to a maximum of 24lbs with the exception of the one above row 1A. This storage compartment allows up to a maximum of 13lbs only.



## 7.9 Passenger Service Units (PSU)

The passenger service units for each seat row are mounted on the underside of the overhead lockers. The units on the left side of the passenger compartment contain one cold air outlet, one reading light and an attendant's call button; those on the right side contain two cold air outlets and two reading lights.




## 7.10 Lighting

**Passenger Compartment & Lavatory Lighting**

The main lighting in the passenger compartment is provided by concealed fluorescent tubes. The tubes are mounted between the top of the lockers and the ceiling panels, five on each side along the compartment forward of the passenger-boarding door. All cabin lighting is controlled by the flight attendant from the flight attendant panel to give off-dim-brt control.

Two additional tubes are fitted in the roof at the rear entrance door.

An auxiliary light is fitted in the lavatory; this is un-switched. Locking the lavatory door will light another fluorescent tube associated with the door lock. Simultaneously, a “lavatory occupied” passenger sign will light up in the cabin.

**Reading Lights**

Reading lights for seat rows 1-10 are provided on the passenger service units (PSUs) located above each passenger seat row. The left and right PSUs are respectively single and double units to facilitate the seating configuration. Operating power is accomplished by an “on” selection of the reading light on the flight attendant panel. Push/pull switches on the PSUs provide on/off control to passengers.

**Boarding Lights**

Six reading lights located in alternate seat rows 1 through 9 (left) and the respective inboard and outboard units at row 1 and 10 (right) are additionally used as boarding lights, bypassing the associated PSU switches. Power is supplied by appropriate “on” selection of the boarding/emergency lights switch on the flight attendant panel.

Two battery discharge warning lights, one on the attendant’s panel and one on the rear bulkhead sign, will light up when the boarding lights are on.

**Emergency Lights**

An individual tail battery powers the emergency lighting system. It is designed to automatically provide lighting in the cabin and flight deck in the event of a failure of the main electric power supply.

The emergency lights are comprised of:

a. The boarding lights;

b. Six exit signs: two centrally positioned signs, one on the fwd bulkhead and one on the rear, and one sign above each exit door;

c. Four external lights to aid evacuation; one on the underside of each exit door; and

d. Emergency floor-strip lighting running along the left side of the cabin aisle and across the aisle marking the fwd and rear exit areas. Additional 'exit' signs beside all four emergency exits also make up part of the emergency floor-strip lighting. The emergency floor lighting is designed to illuminate a pathway to an emergency exit in the event of a night or low visibility emergency.

If armed, the emergency lights will activate if the 28V DC power supply fails. The lights can be operated manually by placing the control switch on the pilot overhead panel or the flight attendant panel to ON. Control is by either of two switches:

1. "On-off-armed" switch in the flight compartment.

2. "Boarding/emergency" light switch on the flight attendant panel.

The guarded two position switch located on the flight attendant panel is parallel to and can override the pilot emergency light control to turn the emergency lights on.

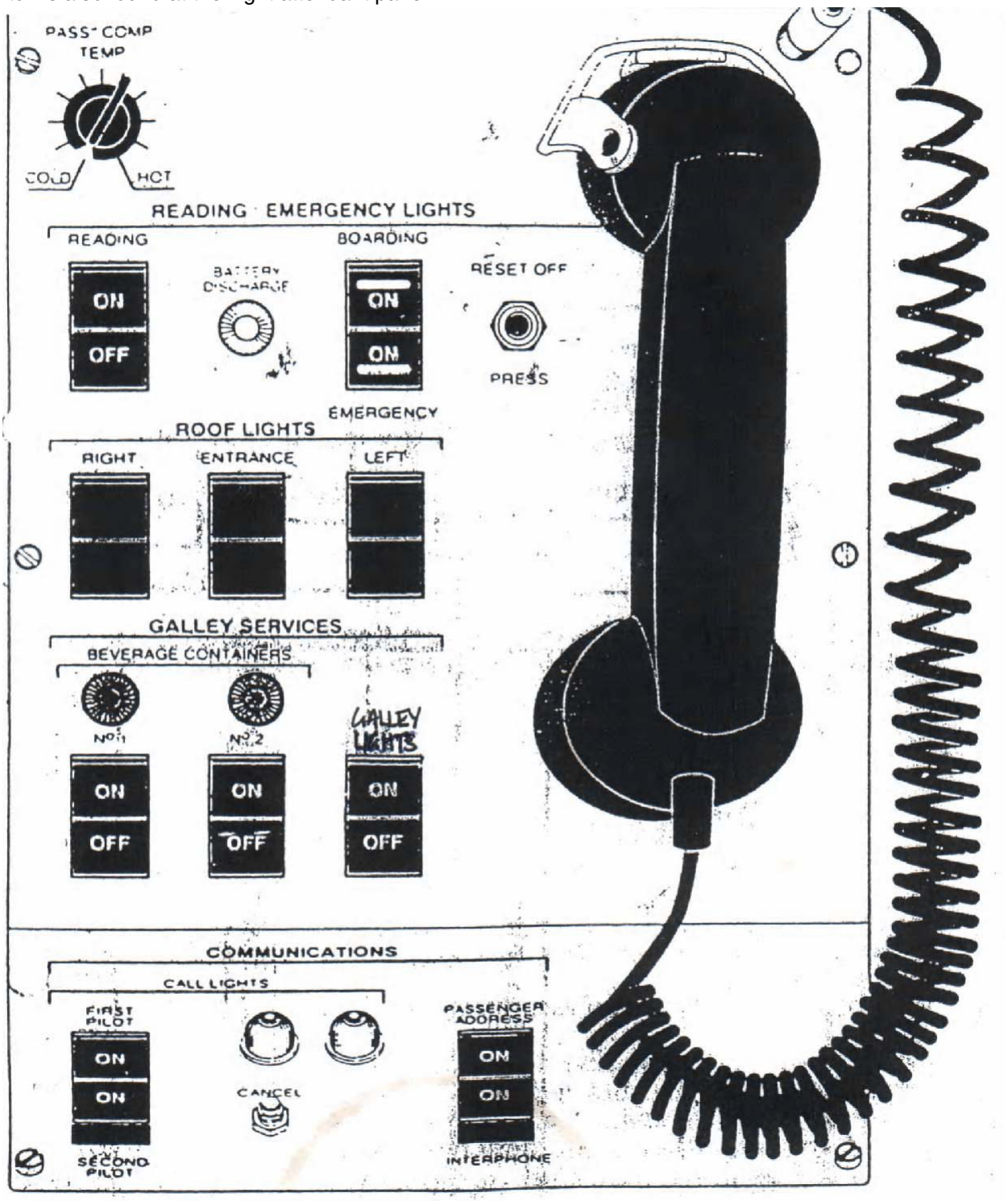
The flight attendant switch cannot turn the emergency lights off if the pilot switch is set to on or if the pilot switch is set to "armed" and a power failure occurs. It either turns the lights on or returns control to the pilot switch in a complete electrical failure.

The battery discharge warning lights, on the attendant panel and rear bulkhead sign, will light up when emergency lighting is on. The emergency lights automatically illuminate when the main electrical power fails. Duration of the emergency lighting is approximately 15-10 minutes.

**NOTE:** After an "on" selection, "off" will only be effective by subsequent pressing of the reset switch on the flight attendant panel. Failure to switch off will lead to the drainage of the emergency power supply.

## 7.11 Flight Attendant Panel

The flight attendant panel is to the right of the main passenger boarding door. The panel contains control switches for the beverage containers, cabin temperature, passenger compartment and galley illumination and a telephone handset for interphone and passenger address systems. An emergency lights switch and reset switch is also found at the flight attendant panel.



## 7.12 Briefing Signs and Passenger Call Systems

The “fasten seatbelt” and “no smoking” signs are controlled by switches in the flight compartment. Smoking is prohibited at all times and the illuminated “no smoking” sign on the passenger compartment forward bulkhead is controlled by an on/off switch in the flight deck.

The illuminated “fasten seatbelt” sign on the passenger compartment forward bulkhead and the “return to seat” sign in the lavatory compartment are controlled by a single “seatbelts on/off” switch in the flight deck.

Each passenger seat is equipped with an attendant call button. When pulled, a clear passenger call light illuminates on the flight attendant panel as well as on the rear bulkhead. Each call button has an associated light to indicate to the flight attendant which passenger requires attention. Resetting these call buttons cancels the flight attendant panel light, the rear bulkhead indicator light and the associated seat indicator. A flight attendant call button is also available in the lavatory compartment and is operated the same way.

## 7.13 Chimes

The passenger address amplifier provides chime signals in the speakers as follows:

A. High chime: Whenever a passenger call switch is activated. Double high chimes can result from switch contact bounce.

B. High/low chimes: Whenever an attendant call button is pressed on the pilots’ audio panel. If the tape player is operating, this chime will be shortened (bleep).

C. Low chime: When a briefing sign is switched on or off.

## 7.14 Passenger Address

A single amplifier enables pilots or flight attendants to make announcements over the passenger compartment and lavatory speakers. There are nine speakers – eight in the passenger compartment and one in the lavatory.

To operate the PA system, the “passenger address/interphone” changeover switch must be selected to “passenger address”. When the push-to-talk button on the handset is depressed, the audio is transmitted over the passenger and lavatory compartment speakers. On the PA the flight attendant station has priority over the tape player, and the pilot’s PA has priority over the flight attendant station and tape player.

## 7.15 Interphone

The flight attendant interphone system is an extension of the pilot and observer (ACM) interphone system. There is a call light system between the flight attendant and pilots. The flight attendant has a handset socket with a “passenger address/interphone” changeover switch. The handset is stowed on the flight attendant panel and plugs into a socket on the same panel.

The flight attendant “passenger address/interphone” changeover switch must be at “interphone” for the flight attendant to transmit or receive on the interphone. Either pilot may communicate with the flight attendant.

## 7.16 Tape Player System

With power supplied and a cassette correctly inserted, the tape player will provide continuous play, stopping only when the cassette is removed. At the end of a track, the player automatically changes direction of play and reproduces the next track. All other controls necessary for satisfactory operation are on the unit itself. The tape player is located above the galley unit.

**NOTE:** Both flight attendant and pilot PA selections will override the tape player. Tape will continue to play once PA is selected off.

## 7.17 Voice Recorder System

The system provides a continuous monitor of the last 30 minutes of flight crew communications and flight compartment sounds and preserves that record in the event of an accident. The recorder’s endless-loop magnetic tape is automatically erased as it records so that only the last 30 minutes of recording is retained. This can be erased as soon as the aircraft has landed so that there is no unauthorized access to information.

## 7.18 Emergency Locator Transmitter

The transmitter is activated by an internal inertia switch set at 5g but can also be switched on from an ELT switch in the flight compartment or by a switch on the transmitter itself, which is located in the aft baggage compartment ceiling.

## 7.19 Lavatory Compartment

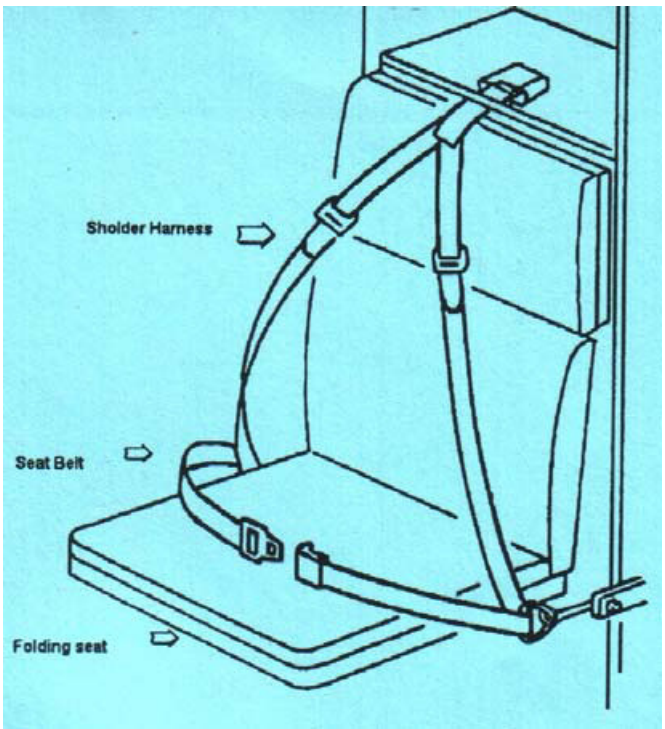
The lavatory compartment consists of an electrically operated flushing toilet with provision for emptying from outside of the aircraft. The outer-wall panel contains a mirror, towelette dispenser, shelf unit, trash container and a toilet paper dispenser. Inside the compartment are a “return to seat” sign, cold air outlet, and a flight attendant call button.

## 7.20 Galley

A galley unit is fitted at the rear of the passenger compartment on the left hand side. This unit contains two heated water containers and a cold-water container. The unit has compartments for beverages, snacks, and utensils and contains a receptacle for ice. A trash container is an integral part of the unit.

## 7.21 Flight Attendant Station

A tip up seat for the flight attendant, suitable for use during takeoff and landing, is provided at the rear of the passenger compartment. An inertia type shoulder harness and seat back are installed on the front of the galley unit.




**To Fasten:**

- Pull out on the tip-up seat;
- Sit on the folding seat;
- Place arms through the shoulder harness*; and
- Insert seatbelt tab into buckle and pull strap to tighten.

*Inertia reel will lock harness in place.

**To Release:**

- Lift up on the seatbelt buckle; and
- With the hands, pull the shoulder straps outward over the shoulders and stand up.

When the flight attendant seat is not in use, the seatbelt and shoulder harness must be stowed in place correctly.

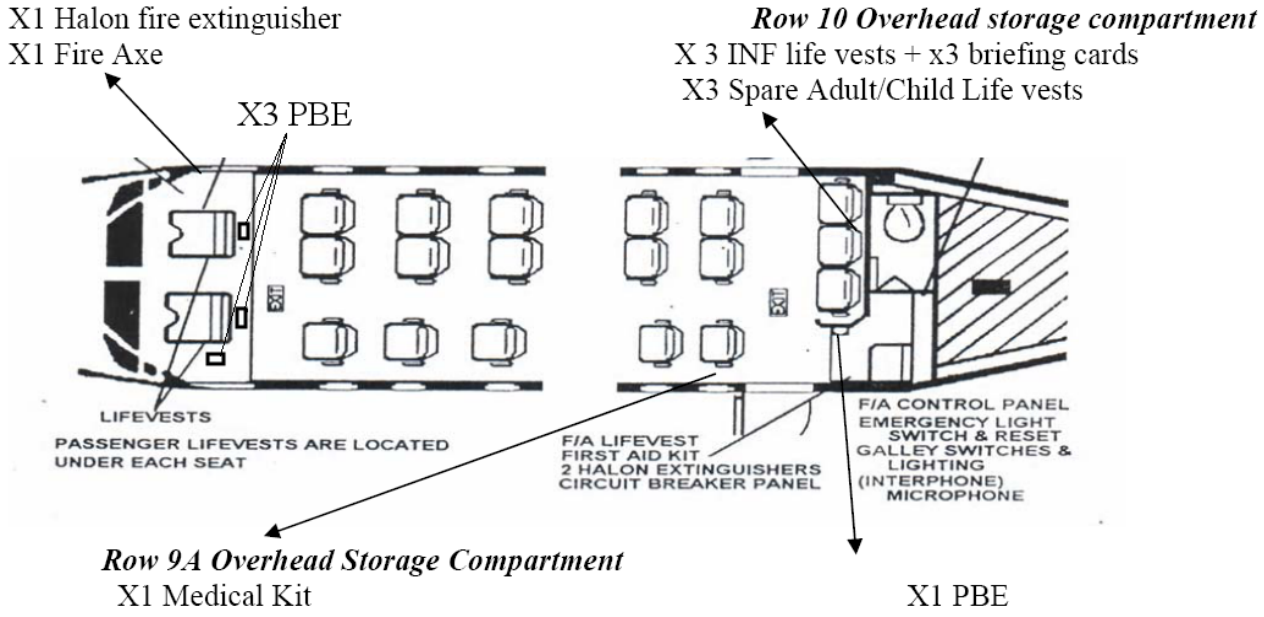
# Chapter 8: Emergency Equipment

## 8.0 Emergency Equipment Location

The SD3-60 is furnished with emergency equipment in the flight and passenger compartments to assist crew in the event of an emergency and to comply with federal aviation regulations.

**FAR 121.309 (Extracted in part)**

(a) No person may operate an airplane unless it is equipped with the emergency equipment listed in this section and in 121.310.




## 8.1 Protective Breathing Equipment (PBE)

**(FAR 121.580)**

The PBE is designed to provide breathing protection for crewmembers trained in its use. Oxygen supply lasts for 15 minutes minimum duration. The unit is used for smoke protection and fire fighting. The hood permits oral communications without the use of an integral microphone. Intercom handset is to be used outside the PBE.

Normal operation causes gas to flow inside the hood. When the noise stops, immediately move to a non-hazardous area and remove the hood.

The PBE will be donned at the first indication of possible in-flight smoke or fire emergency. Each unit is vacuum-sealed in a bag and protected by a hard cover container.

There are 4 PBE units on the SD3-60. Three units are located in the flight deck compartment to accommodate 2 pilots and 1 ACM, and one PBE is in the passenger cabin for use by the flight attendant.

The flight attendant PBE is located on the bulkhead above row 10A.

**Pre-flight Check:**

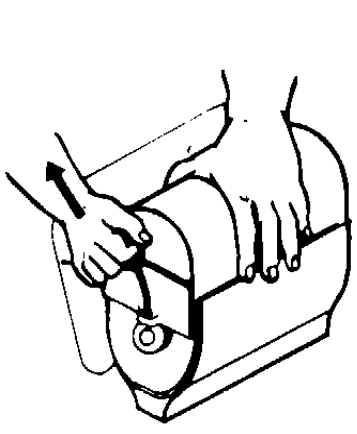
- Correct amount onboard;
- Moisture Indicator is not pink; and
- Correctly stowed.

During pre-flight inspection, if the moisture indicator shows pink, moisture has entered the PBE. Notify the captain to enter the discrepancy into the Flight Maintenance Log for corrective action.

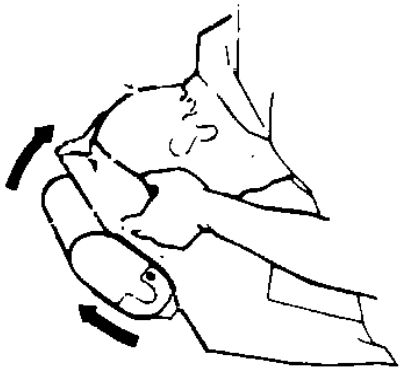
**OPERATION OF PBE:**

1. Open PBE container by pulling on the lift tab;
2. Remove package from container;
3. Tear open bag and remove unit;

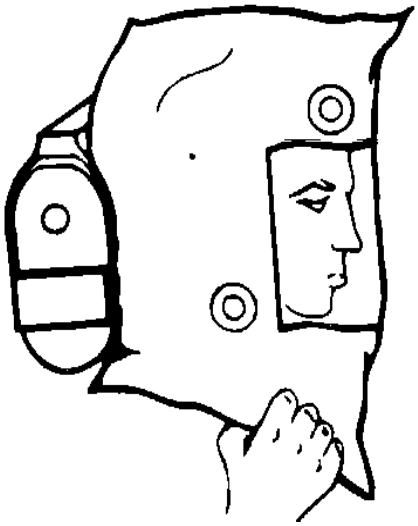
4. Pull out actuation ring;



5. Bend down, grasp hood (opening with thumbs), and pull over your head; and



6. Pull hood down on forehead to assure a secure fit. Check neck seal.



**NOTE:** Ensure that long hair is tucked under the neck seal to prevent O2 leakage. Remember that oxygen is combustible and removal of the used unit should be made away from the vicinity of any fire.

## 8.2 Hand Fire Extinguishers

**[FAR 121.309 (c) (Extracted in part)]**

Hand fire extinguishers of an approved type must be provided for use in crew, passenger, galley and cargo compartments. Hand fire extinguishers for use in passenger compartments must be conveniently located and, when two or more are required, uniformly distributed throughout each compartment.

There are three hand-held fire extinguishers on board the aircraft: one in the flight deck and two in the passenger cabin. The two fire extinguishers in the passenger cabin are located in the compartment under the flight attendant panel aft of the passenger boarding door. The flight attendant is responsible for the operation of the fire extinguishers in the cabin and must be able to use it to extinguish a fire.

Each bottle is equipped with a pressure relief device. As an indicator that the bottle has been discharged, the red disc on the side of the discharge head will be missing.

**Pre-flight Check:**

- Correct amount on board;
- Silver lock pin inserted through lever and handle (-300 series only);
- Tamper proof wire intact (-300 series only);
- Red disc not missing;
- Expiry date (next inspection due date); and
- Correctly stowed

**OPERATION OF FIRE EXTINGUISHER:**

1. Remove extinguisher from stowage;
2. Pull out silver lock pin, breaking tamper proof wire;;
3. Hold upright, lift handle;
4. Aim 6 feet away, directly at the base of the fire; and
5. Press lever, sweep side to side.

**PREFLIGHT CHECK:**

1. Expiration date;
2. Pressure gauge is in the green section;
3. Correct stowage;
4. Correct amount on board the aircraft; and
5. Ensure tamper-proof wire is still attached.

## 8.3 Emergency Flashlight

Federal aviation regulations state that each crewmember, on each flight, have readily available for his use a flashlight that is in good working order.

Flashlights provide extra lighting for flight/cabin crew in an electrical failure/emergency. Self-testing flashlights have a small red flickering light to indicate serviceability and are stowed in a wall-mounted bracket.

The flight attendant flashlight is located on the bulkhead left of the flight attendant seat.

**Pre-flight Check:**

- Switch on to ensure good serviceability;
- Correct Stowage;
- For self-testing flashlights – red light should flicker every 5 seconds; and
- Ensure tamper proof wire is still attached to flashlight bracket.

**NOTE:** Should red light flicker less frequently, report discrepancy to the captain.

**Operation of Flashlight:**

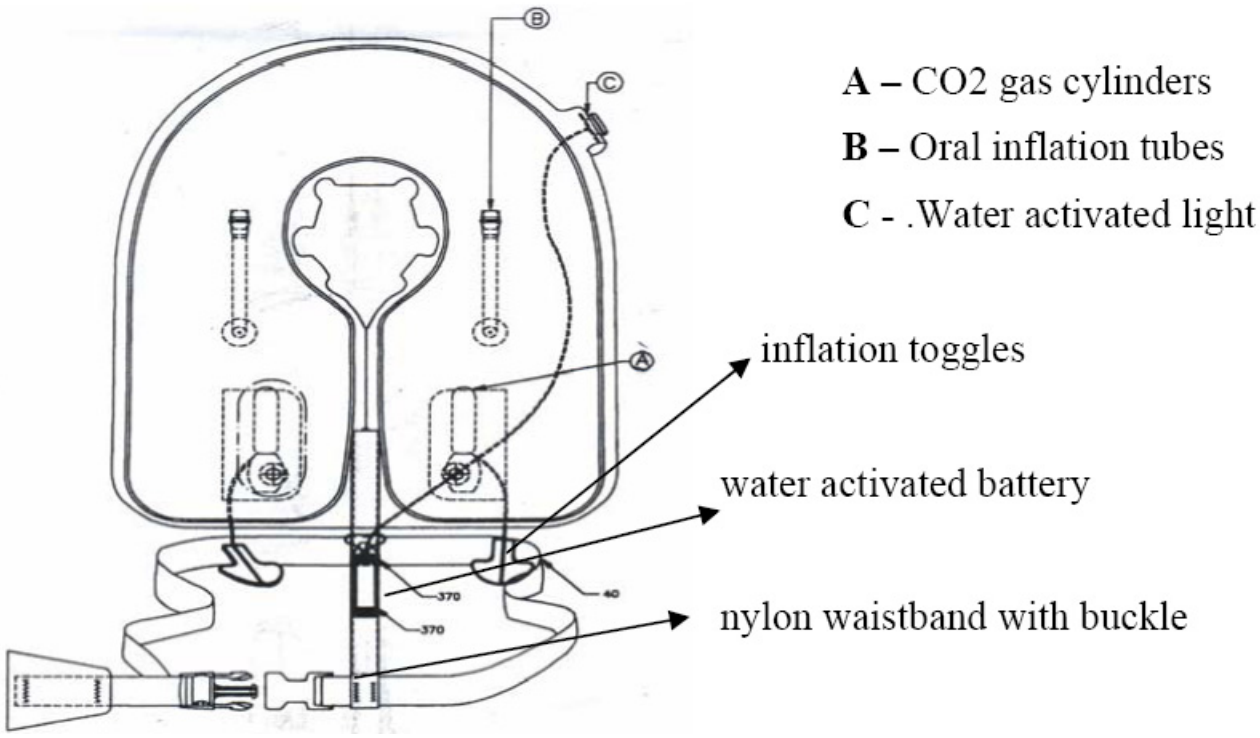
1. Remove from stowage and switch on; and
2. For self-testing flashlight – activation is automatic once flashlight is removed from its bracket. The approximate duration of this flashlight once activated is 4hrs.

**NOTE:** Self-testing flashlights cannot be turned off unless retuned to its bracket. To prolong life, if necessary, disconnect battery at the bottom of the flashlight handle.

## 8.4 Lifevests

Lifevests are provided on the SD3-60 for use as a flotation device, one for each passenger and crewmember. Adult life vests may be modified for a child's use. Special life vests are carried for infants as well as spare life vests for adult/child use.

The lifevests are double chambered and are inflated using two CO2 gas cylinders. Oral inflation tubes are found on either side. A water-activated light will illuminate once the battery is immersed in water. This light will remain on for approximately 12 hours. A nylon waist strap in conjunction with a buckle is used to secure the life-vest onto the individual.


A – CO2 gas cylinders
B – Oral inflation tubes
C - .Water activated light
inflation toggles
water activated battery
nylon waistband with buckle

**Pre-flight Check:**

- Correct amount on board;
- Packaging not damaged; and
- Check last inspection date; it must not exceed 60 months.

**NOTE:** Mechanics are responsible for checking passenger lifevests to ensure they remain serviceable. The lifevests are valid for 2 years from date of last inspection.

**Operation of Adult/Child Lifevest:**

Remove from stowage and tear open package.

1. Pass jacket over the head;

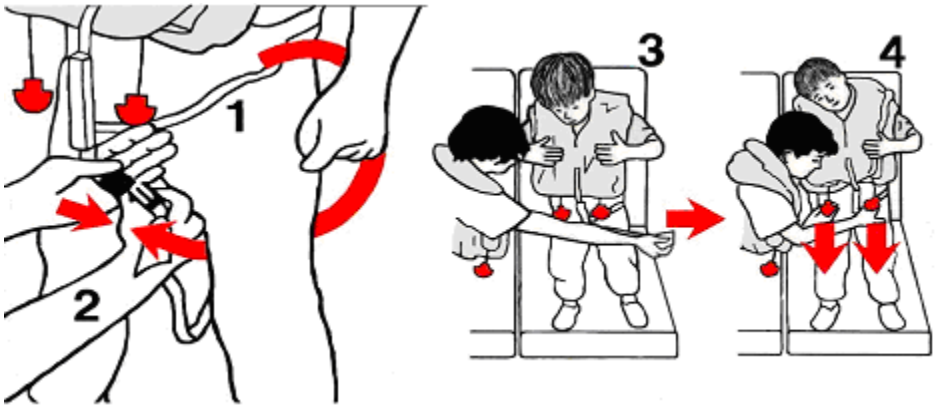
2. Take strap around the waist;
3. Clip in buckle;

4. Pull strap to tighten; and

5. Inflate the chambers immediately before evacuation by pulling the red inflation toggles.

**NOTE:** Should life vest fail to inflate, orally inflate by using inflation tubes on the sides of the life vest.

**NOTE:** For use by a child, place life vest over child's head and take strap between child's legs before fastening buckle and tightening the strap. Inflation is by the same method.




## 8.5 Infant Lifevests

Infant life vests are designed and made specifically to provide a flotation means for infants. Features include CO2 gas cylinders for inflation, oral inflation tubes, water activated light and a lanyard that can be used to attach the infant to the accompanying adult. The life vest is secured onto the infant by a combination body harness and nylon waist belt and buckle.

The infant life vests are stowed together with the spare life vests in the overhead stowage compartment above row 10.

**Pre-flight Check:**

- Same as adult/child life vests.

**Operation of Infant Lifevests:**

Remove from stowage and tear open package.

1. Feed infant's head through opening;

2. Place one leg over harness loop. Pull snug but not tight;

3. Take waist strap around waist and buckle. Pull on strap to tighten; and

4. Inflate infant lifevest by pulling on the red inflation toggles. In the event of failed inflation, the life vest may be inflated using oral inflation tubes.

## 8.6 First Aid Kit

The minimum number of first aid kits required for aircraft with passenger seats 0-50 is 1. The first aid kit on the SD3-60 is located left of the flight attendant seat. It has provisions for passengers' use in-flight or in the case of an emergency.

Each approved first aid kit must contain at least the following appropriately maintained contents in the specified quantities:

| Contents | Quantity |
|---|---|
| Adhesive bandage compresses, 1 inch | 16 |
| Antiseptic swabs | 20 |
| Ammonia inhalants | 10 |
| Bandage compresses, 4 inch | 08 |
| Triangular bandage compresses, 40 inch | 05 |
| Arm splint, non-inflatable | 01 |
| Leg splint, non-inflatable | 01 |
| Roller bandage, 4 inch | 04 |
| Adhesive tape, 1 inch standard roll | 02 |
| Bandage scissors | 01 |

**Pre-flight Check:**

- Correct number on board;
- Check expiration date;
- Seal not broken; and
- Brackets locked closed.

## 8.7 Emergency Medical Kit

The emergency medical kit is for use by trained and qualified medical personnel only. An approved medical license/certificate must be presented as proof of qualifications. At least one approved emergency medial kit must be provided and must contain at least the following appropriately maintained contents in the specified quantities:

| CONTENTS | QUANTITY |
|---|---|
| Sphygmomanometer | 01 |
| Stethoscope | 01 |
| Airways, oropharyngeal (3 sizes) | 03 |
| Self inflating manual resuscitation device with 3 masks | 1:3 |
| CPR mask (3 sizes) | 03 |
| IV Admin set: tubing w/2Y connectors | 01 |
| Alcohol sponges | 02 |
| Adhesive tape, 1 inch | 01 |
| Tape scissors | 01 pair |
| Tourniquet | 01 |
| Saline solution, 500cc | 01 |
| Protective non permeable gloves or equivalent | 01 pair |
| Needles | 06 |
| Syringes, sizes necessary to administer medication | 06 |
| Analgesic, non narcotic tablets | 04 |
| Antihistamine tablets, 25mg | 04 |
| Antihistamine injectable, 50mg | 02 |
| Atropine, 0.5mg | 02 |
| Aspirin tablets, 325mg | 04 |
| Bronchodilator, inhaled | 01 |
| Dextrose | 01 |
| Epinephrine 1:1000 | 02 |
| Epinephrine 1:10,000 | 02 |
| Lidocaine, 5cc | 02 |
| Nitroglycerine tablets, 0.4mg | 10 |
| Basic instructions for use of the drugs in the kit | 01 |

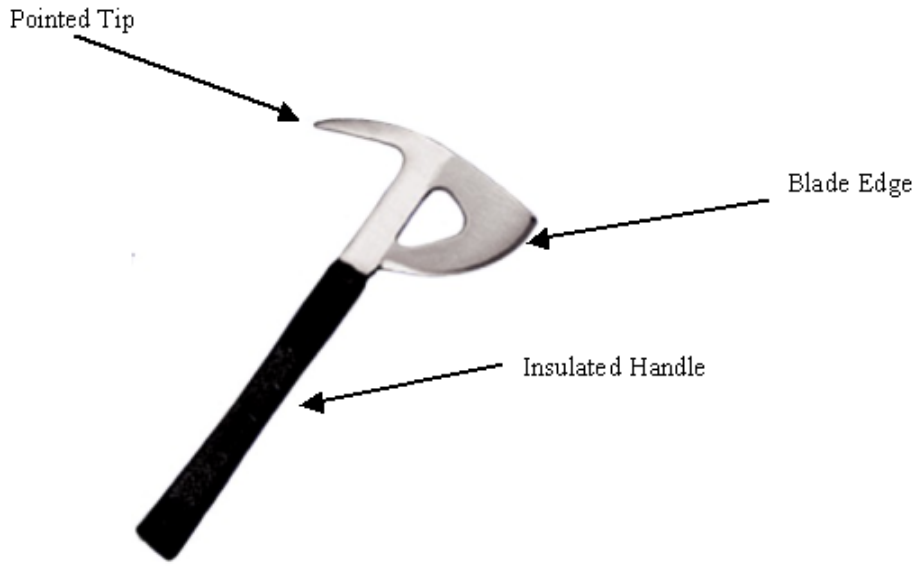
**Pre-flight check:**

- Correct number on board;
- Check expiration date;
- Seal not broken; and
- List of contents of the medical kit.

## 8.8 Fire Axe

The SD3-60 is equipped with a fire axe. The fire axe handle is insulated to receive up to 20,000 volts. It has a pointed tip and a sharp blade edge. The sharp pointed tip may be used to pry open a small hole to aid in fire fighting, and the sharp blade edge may be used to clear away debris in an evacuation or to gain access to the fire source when fighting a fire.

The fire axe is located in the cockpit next to the first officer's seat.



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# Chapter 9: Emergency Procedures

## 9.0 Introduction

An emergency is any circumstance or set of circumstances that has developed or is developing during a flight or on the ground that might result in a situation requiring special handling to ensure the safety of passengers or an aircraft. Emergencies that are anticipated, having ample time for planning, are referred to as prepared emergencies. Unanticipated emergencies, or sudden emergencies, are referred to as unprepared emergencies.

This chapter was prepared as a guide for all crewmembers in completing the emergency training program.

One of the most important factors in the final outcome of an emergency or accident is the manner in which the entire crew reacts to the existing circumstances. Pilots and flight attendants must approach the emergency with a calm, confident knowledge that each passenger is relying on him for leadership, command, confidence and calmness that can only be accomplished if the flight crew possess a thorough understanding of the procedures and a working knowledge of all equipment on the aircraft. Pilots must be in command of the cockpit procedures in order to combat the emergency to a successful conclusion, and flight attendants must be in complete command of the cabin.

A flight operating under emergency conditions greatly magnifies crew responsibility. Quick thinking and the fast action of flight attendants have saved many lives. The earlier an emergency is recognized and dealt with, the less the potential for serious consequences. All potential problems must be reported to the flight crew in a timely manner. Any unusual noises or occurrences should be relayed to the cockpit for determination of probable cause. It is impossible to give a list of instructions applicable to all emergencies, since no two are exactly alike. Swift and intelligent action is based on your knowledge of the proper use of emergency equipment and your knowledge of cabin safety procedures.

You must know your emergency equipment and procedures. Emergency situations are relatively infrequent, but since they develop quickly, there may not be time for reading directions on equipment or reviewing the manual. Adhering to safety procedures in accordance with FARs prevents minor mishaps and allows you to handle emergencies quickly and competently.

Some emergencies or abnormal situations may arise that are not time-critical or “life or death” in nature. In these situations, and expeditious deplaning is conducted. Passengers and crew will exit the aircraft in an orderly manner through the normal cabin exit. In this case, the pilot in command will conduct the normal shutdown checklist. An emergency evacuation checklist will not be conducted because this is not a true evacuation. After deplaning, the flight attendant will gather all passengers together in a common location away from the aircraft. If it is necessary to consider whether an expeditious deplaning is warranted, the crew will evaluate all associated aspects, including weather, outside temperature, location of the airfield, etc. Removing the passengers from the aircraft may impose greater hazards on them than allowing them to remain on board.

## 9.1 Chain of Command

The following order of command applies:

1. Captain;
2. First officer; and
3. Flight attendant.

The captain is ultimately responsible for the entire conduct and safety of the flight, passengers and crew of the aircraft. He has final authority.

The first officer is considered second in command. He follows the directions of, and aids and gives guidance information to, the captain. He assumes command if the captain is disabled or absent.

The flight attendant is in charge of the cabin. He follows the directions received from the cockpit in emergency situations. If no instructions are forthcoming due to crew incapacitation or loss of communication, the flight attendant must act alone in the best interest of the passengers.

## 9.2 Aircraft Accident/Incident

An incident is classified as an abnormal situation involving the aircraft, passengers, or crewmembers and does not result in substantial damage or serious injury. Abnormal situations should be reported on an incident report.

An accident is classified as an occurrence where there is substantial damage to the aircraft or where there is serious injury or death of a passenger or crewmember.

Crewmembers should refrain from making any statements to the news media or government agencies regarding an aircraft accident or incident. Do not grant an interview unless you have permission from Freedom Air.

Crewmembers are not required to submit to interrogation by United States FAA or NTSB investigators without adequate representation. Outside the United States jurisdiction, however, crewmembers must comply with local regulations. Any statements should be confined strictly to the known facts, avoiding speculation or opinion.

The company may require a report from all crewmembers involved in any aircraft incident or accident, including deadheading crewmembers. Crewmembers on duty are required to take a drug and alcohol test.

## 9.3 Unusual Incidents

Flight attendants will always notify the captain if anything occurs in flight, such as excessive smoke, sparks, flames, oil leakage from the engines, cabin smoke, vibration, unusual sounds or suspicious actions or comments by passengers. The captain will take the appropriate measures after an evaluation of the situation. Proper application of crew resource management techniques will increase the communication between the flight attendant and cockpit crew. Many reports from the flight attendant will not affect the safety of the aircraft, but, nevertheless, each report must be checked.

The earlier the emergency situation is recognized and dealt with, the fewer hazards exist. Assess conditions before you act in any situation. Look, listen and think before you act. Once the situation is identified, remain calm. Panic is contagious. The more secure you are in the knowledge of your emergency procedures, the less likely you are to panic.

## 9.4 Emergency Situational Awareness

Passengers know that you are well trained and they will turn to you for leadership and direction prior to, during, and after an evacuation. Leadership must be established and maintained by crewmembers. The first to take command will usually maintain a position of authority throughout the evacuation.

If crewmembers do not react quickly, a passenger may assume the responsibility of directing the evacuation. Regaining authority may be difficult. Therefore, it is of the utmost importance for a crewmember to act quickly. The constant use of directional verbal commands can help control panic.

Prepare yourself mentally for every flight. Be sure you know what to do and where to go in the event of an emergency. You must be able to -

- Correctly assess the situation;
- Initiate correct emergency procedures;
- Instill confidence by exhibiting strong leadership;
- Avoid and stop panic; and
- Carry out an emergency evacuation on your own if necessary.

Since the passengers are dependent upon you, the entire crew must conscientiously and carefully observe all safety regulations and procedures on every flight. It is imperative that the flight attendant occupies the seat provided and uses the seatbelt and harness for all take-offs and landings. These precautions are vital should a real test of your emergency knowledge occur.

Never underestimate the seriousness of the situation. Eighty-percent (80%) of accidents occur during take-off or landing without prior warning. You must be alert for the clues that tell you an emergency situation is developing. The most obvious indicators of potential emergency are -

A. Impact forces;

B. Smoke or fire;

C. Unusual noises;

D. Unusual attitudes of the aircraft; and

E. Sparks

## 9.5 30 Second Review

Before each take-off and landing you should prepare yourself for a possible emergency by using the 30-seconds review. Consider such things as -

- Weather conditions and airport facilities;
- Taking off over land/water;
- Command to brace and brace position;
- Voice commands;
- Signal to evacuate and evacuation commands;
- Exit location and operation;
- Alternate exits and re-directional commands;
- Equipment location and operation;
- The location of possible ABP (able-bodied passengers) with particular attention to military and airline personnel who can assist you;
- The location of those passengers who will need special assistance (physically challenged, unaccompanied minors, pregnant women, elderly etc); and
- The evacuation checklist (land/water).

## 9.6 Crew Members During Emergencies

Most emergencies are unanticipated. There are no set procedures established to handle this type, but the following guidelines should be remembered.

1. Evaluate - Try to determine what type of action you are going to take and what will be your best exits.
2. Instruct - Your first command to the passenger may be "stay seated." This will help to avoid panic and give you a chance to issue further instructions. Use firm positive commands, as they are easier to accept psychologically (e.g., "stay seated" as opposed to "don't get up"). The public address system may be used to make you audible without shouting.
3. Act - Do what you can to assist people to evacuate the aircraft. Some passengers predictably will not follow the proper emergency procedures and instructions, so help them in every way possible. While standing at your station, maintain a constant authoritative tone of voice. Warn the passengers to watch their step, bend over a little, and to get out through the emergency exit. Remember to take your emergency equipment with you when you leave.

Responses to accidents are usually delayed due to a reaction time to identify the accident and enact a plan. When an accident occurs, most people involved in the accident relate that, initially, they were not aware that an accident really occurred or their view of the accident was badly distorted. For example, one pilot related how his aircraft lost power on takeoff, hit the tops of some trees, broke off the wing tips, lost more altitude, and then, the pilot lost control of the aircraft. Everyone's reaction to an accident is different and often unpredictable. One important point to remember during an emergency situation is to begin to enact your plan once you have identified the accident. Following the above three guidelines will get a plan going.

While the actual response to an accident is difficult to predict, there are two common behaviors that must be combated from either passengers and/or crewmembers. These are -

1. Panic; and

2. Shock.

**Panic**

This is the uncontrollable attempt to escape a threatening situation. The person literally loses control of himself and will flee without regard to common sense or the safety of himself or others. Self-preservation is the primary concern, but the loss of self-control decreases survivability for himself and others. A person may run directly into a fire, climb on other people to get to a door, or forget totally about someone he is supposed to help, such as a mother losing her baby. In his attempt to find safety, he may flee into a more dangerous situation. Panic is very contagious. If a person panics, others will likely follow. The result could be disastrous. Panic takes a couple of seconds to start. During this critical time, the crew must take control so as not to allow the passengers to get into this state of mind. Once it has started in a group, there is no good way to combat it.

**Shock**

This is the traumatized state that a person may find himself in after an accident. A person in shock may not believe or accept that he has just been in an accident. He will sit quietly, often with no injuries. He will appear very calm and to be content to stay in a burning plane or sinking aircraft. The contact with the reality of the accident is gone. Many times positive oral commands will cause the person to come to his senses. Physically getting the individual moving by touching or pulling him may also be effective. The loss of time is the greatest problem. Every second counts.

## 9.7 Evacuation

Evacuation is a common response to many types of emergencies. Whenever the aircraft is endangered, the crew must be prepared to evacuate the passengers and themselves. Such emergencies include -

- Fire or smoke;
- Sabotage;
- Bombs;
- Ditching; or
- Possible hijacking.

The first priority in all situations is the safety of the passengers. Safe departure from the source of danger is usually the best method of protection, and evacuation is perhaps the most important procedure to know. A well-run evacuation requires crew coordination, skilled judgment and training. The degree to which these characteristics are perfected is directly related to the injury rate.

An emergency situation usually involves an abnormal landing condition. Specifically, this could be a situation in which one of the main or nose landing gear has collapsed.

There are other possibilities where the attitude of the aircraft can be adversely affected, such as ditching or a water landing. Another factor to be considered is that many times fires can, and will, block a particular exit or, with the possibility of damage to the aircraft, an exit may be rendered unusable due to damaged airframe. One must evaluate each situation, and aim to minimize the possibility of passenger injury resulting from a fall from the aircraft.

The final evaluation of the proper conduct of the emergency is not whether you have followed the training program to the letter, but rather, that the passengers and crew are safe and sound. These training procedures will aid you to start an emergency action plan. The actual emergency will never be exactly as the training anticipates. Your course of action will never be exactly as you have been trained. In an actual emergency, passengers and crewmembers are relatively unpredictable. Strength and courage come from being cool and collected. Panic does not help anyone. Common sense, an alert mind, and quick, decisive actions are the best keys to survival.

## 9.8 Factors for a Successful Evacuation

### 9.8.1 Passenger briefing when preparing for an emergency

Previous accidents have shown that the passengers' reasoning and reaction in an emergency situation are correlated, to a high degree, to the amount of information and instructions given prior to the actual incident. The flight attendant should offer explanations and instructions in a brief, concise manner but with sufficient detail for complete understanding. The flight attendant must remain in command. The passenger emergency briefing is very important. The flight attendant must be given the full support of the flight crew in this task.

### 9.8.2 Brace for Impact Positions

The brace for impact position pre-positions the body against whatever it is most likely to hit during a crash and prevents a secondary impact. There is a standard brace position that most passengers should assume prior to impact. If time permits, the flight attendant will explain the entire position and have the passengers practice the position. There are several variations of the position depending on the shape and size of the passenger and seat used. Some passengers with special conditions will require improvisation. If a basic understanding of the principal brace position is understood, then modifications for an individual passenger can be adopted on the spot.

There are certain basics that apply to all brace positions:

- The seatbelt should always be fastened low and tight around the torso just above the legs.
- The seatbelt should be adjusted after the passenger/crewmember has pushed back in the seat so that the lower torso is firmly against the back of the seat.
- The seatbelt should be fastened as tightly as possible. The tighter the belt is fastened, the better restrain it will provide.
- The passenger's/crewmember's feet should be placed slightly in front of the seat, firmly on the floor.

**Standard Brace Position for Flight Attendants and Passengers**

**Brace Position for Flight Attendant**

- Sit well back in seat with lower torso firmly against the back of the seat.
- Fasten seatbelt tight and low around the torso just above the legs.
- Feed arms through shoulder harness.
- Place feet together flat on floor and slightly forward of front edge of seat.
- Place hands under thighs with palms facing up.
- Bend head forward with chin against chest.

**Brace Position for Exit Row Passengers**

- Fasten seatbelt low and tight around the torso just above the legs.
- Place feet together flat on the floor and slightly in front of seat.
- Bend forward and rest torso against upper legs.
- Wrap arms around legs.

**Brace Position for Passengers Seated at Rows 2 -9.**

- Fasten seatbelt low and tight around the torso just above the legs.
- Place feet together flat on the floor and slightly in front of seat.
- Cross arms and place hands on seat back in front.
- Place head firmly on arms to provide a "pad" for the head.

**Children**

Children seated in passenger seats should follow the same procedures as previously described for adults. If the seatbelt cannot be adjusted so that it is tight on the child, pillows, blankets, jackets etc. can be placed behind the child. It is important for small children to rest their head on the seat cushion between their legs, or over the edge of the seat cushion, depending on their height. The child should simply bend forward as far as possible.

**Adults With Infants**

Infants are to be held by the adult on their lap. One arm holding the infant, protecting the head, and the other arm against the seatback in front, bending the body forward with head down, tucked into arm.

Never fasten the seatbelt around the adult and infant. If an infant restraint system is used, follow the manufacturer's instructions.

**Physically Challenged or Pregnant Passengers**

The brace position for physically challenged or pregnant passengers is the same as those recommended for other passengers. Assistance should be offered as necessary.

Pregnant women should be instructed to fasten seatbelt low, below the abdomen, so that the force is against the pelvis.

**Blind Passengers With Dogs**

Place the dog against the bulkhead or seat back and have the owner lean forward and hold the dog against the bulkhead or seat back. Have an ABP sit next to passenger and lend assistance.

Brief the ABP or assistant on the person traveling with special needs.

### 9.8.3 Assessing Conditions

Try to ascertain what type of emergency you are having and what exits may or may not be usable. It is important to consider the possibility that the aircraft will shift after landing. Continue to assess conditions throughout the evacuation, both inside and outside the aircraft. It may be necessary to halt an evacuation temporarily if passengers are piling up at the bottom of the exit, conditions have changed to prevent continued evacuation from that exit, or the use of another exit would result in a faster, safer evacuation. Also, an exit that is initially usable may become unusable as the evacuation proceeds (e.g., shift in wind direction during a fire evacuation or shifting of aircraft after landing due to gravitational forces).

**Preferred Order for Use of Exits - Land**

1. Rear left exit (passenger main door);
2. Rear right exit;
3. Forward exits - left and eight; and
4. Cockpit escape hatch.

**Preferred Order for Use of Exits - Water**

1. Forward exits: left and right;
2. Cockpit escape hatch; and
3. Rear exits: left and right

Because the aircraft manufacturer's tests indicate that the rear exits may be lower than the forward exits in a water landing, the use of the forward exits in a ditching evacuation is most possible. Pilots must be prepared to assist accordingly. The flight attendant will be at the flight attendant's station at the beginning of the emergency.

In the interest of conducting a safe and orderly evacuation, flight attendants must always assess the situation and conditions prior to opening any emergency exits.

To assess the exits, visually check for fire, water and/or debris outside the door/window. Another indication of fire in the area of a specific exit is extreme heat on the interior surface of the exit. If conditions permit, continue to open exit and proceed with the evacuation.

After opening an exit, the flight attendant will proceed to open other usable exits, provided it is safe to do so. The flight attendant must be aware of passenger flow and must direct passengers to all available exits to increase efficiency during the evacuation. Should an exit be blocked by fire, water or debris, or in any way be inaccessible, the flight attendant will block the exit with an ABP and direct passengers away from that exit and towards the nearest usable exit. In some instances, the nearest suitable exit may not be the assigned exit (i.e., an opening in the fuselage). The flight attendant, while assessing the situation, will make the determination of whether the alternate exit is more appropriate.

### 9.8.4 Evacuation Commands

Leadership can be established and maintained by shouting directional commands. These commands must be memorized for use in an evacuation. Use a cadent voice to shout commands. This will prevent the otherwise natural tendency of the voice to rise and therefore suggest panic.

**“Bend Over, Heads Down, Stay Down”**

If a crash is imminent shout loudly "Bend over, Heads down, Stay down!" to give passengers some preparation for the impact. The flight attendant should repeat these instructions until the aircraft has come to a complete stop.

**“Evacuate”**

The captain will use this command to initiate evacuation, should it become apparent.

**“Release Seatbelts”**

This command should be given prior to any directional command to encourage passengers to release their seatbelts.

**“Come This Way”**

It is always easier to direct passengers toward you rather than away from you. This command is important when directing passengers towards an exit or when indicating that they should follow you to another exit.

**“Jump and Run”**

This command will be used to expedite evacuation at the floor level exits.

**“Sit, Jump, Run”**

When using the forward exits, passengers will be instructed to exit through the window exit, by sliding feet first.

**“Hold the People Back”**

A passenger will be commanded to hold the people back to allow you to open exits.

**"Help at the Bottom"**

This command will be directed to the first passenger deplaning at all exits.

Get passengers out any way you can. If a passenger should freeze at the doorway, give positive oral commands to "Evacuate now!" If he does not respond to oral commands, you may positively assist him out of the door by pulling firmly on the back of the collar and buckling knees with a gentle kick from behind. Once the stance is broken, a gentle shove out the door will rapidly restore the flow of evacuation.

The positive assistance should be used as a last resort because of the high probability of evacuation injury to the affected passenger. The flight attendant and pilots will use any other means to evacuate as the situation dictates.

### 9.8.5 Passenger Redirection

When only a few passengers are left at your exit, look around to determine if you should redirect passengers from another exit to your exit. When making this judgment, take into consideration the time it takes to get their attention, to tell them what you want them to do, and the time it takes them to move to your newly designated exit.

If an exit is jammed or becomes unusable, redirect the passengers to a usable exit. It is possible that you may have to physically block the exit and point them in the right direction while holding your arms in an "X".

E.g., "Exit blocked, go that way" (pointing)

It is likely that just pointing will not be enough to redirect passengers. Do not hesitate to aim the passengers physically, that is, grabbing the shoulders and turning them around. There are no requirements to be polite. You may yell, scream, shout, curse or do anything you deem necessary to get the passengers to turn around. Just get them moving and out of the aircraft.

## 9.9 Unwarranted (Unneeded) Evacuation

In the event that an evacuation was started and not needed, an inadvertent command was given to evacuate, or passengers started to evacuate unnecessarily without command, the evacuation should be stopped. The flight attendant will in a loud voice shout: "Remain seated, everything is okay" and physically indicate to the passengers to remain seated. The pilots will be advised as soon as possible. They will assist in any way possible without violating regulations and cockpit duties.

## 9.10 Crew Evacuation

Check that all passengers are evacuated. The flight attendant will visually check with the captain to see if he needs additional assistance. If there are no additional orders, the flight attendant will get the captain's attention by shouting his name, followed by the phrase: "I'm out of here".

The flight attendant will take any required emergency equipment such as the first aid and medical kits, leave the aircraft and assemble the passengers away from the aircraft while rendering any assistance possible. The first officer, from his position, will follow the same procedure and exit with his fire extinguisher. The captain will check each row and then evacuate through a rear door. Once out of the aircraft, do not go back inside.

## 9.11 Crew Duties in the Event of Incapacitation

In the event that any crewmember is unable to perform his assigned duties, the crewmember directly below that person in the chain of command will be responsible for those duties.

For example, if the captain is incapacitated, the first officer assumes his duties. If both pilots are unable to perform their duties, then the flight attendant must make all the evacuation decisions. For performing assigned evacuation duties, the reverse is applicable. first officer assumes the evacuation duties of the flight attendant and is primarily responsible for the cabin evacuation, and the captain assumes the duties of the first officer.

## 9.12 Reduced Visibility During Evacuation

During many forced landings or ditchings, smoke or dust fills the cabin and greatly reduces visibility. This can be the result of an impact fire or electrical fire. Fatalities from suffocation will begin shortly after smoke fills the cabin. Speed of exiting the aircraft is essential to reducing fatalities. As was recently discovered in the analysis of several accidents, passengers become disoriented by the smoke and are unable to locate emergency exits.

While this may seem difficult to accept, analyzing the positions of many bodies after an accident clearly show that the passengers survived the impact (crash), had ample time to exit the cabin, but went the wrong way, tried to exit where there was no exit, or went by the exit without realizing it. Then they died from suffocation.

Even if the obstructions to visibility is caused by dust, not smoke, then not finding the exit merely adds confusion to an already chaotic scene. In order to alleviate this type of fatality, the emergency floor lighting egress system is installed. These lights will guide the passenger(s) to an exit in the event of reduced visibility.

This message is to be included in the normal passenger briefing to alert the passengers to the existence of this system. While the lights should illuminate automatically upon impact, pilots and flight attendants should check to be sure that it is on.

**Be Sure Emergency Lights Are On.**

Prior to evacuation, both the flight attendant and the pilots will turn on the emergency lights. Either switch will activate the system, but the double procedure will ensure that the lights are on should something happen to either crew member.

## 9.13 Emergency Warning Signals

**Cockpit to Flight Attendant**

The emergency signal consists of a series of double-tone chimes of the interphone call system. When this signal is received in the cabin the flight attendant will proceed immediately to answer the interphone.

**Flight Attendant to Cockpit**

To inform the cockpit of an emergency, call on the interphone, depressing the pilot call button to flash the light in the cockpit numerous times to gain their attention.

## 9.14 Cabin Preparation for an Emergency

The following is a series of announcements and procedures that will provide a systematic approach to the preparation of the cabin for an emergency. This will provide a method of setting priorities.

Upon hearing the chimes indicating an emergency is in progress, the flight attendant will -

1. Obtain information from the captain;

   Once a warning signal is received in the cabin, the flight attendant will proceed to his station to obtain the following information from the captain:

   A. The nature of the emergency;

   B. How much time the flight attendant has to complete preparations;

   C. The type of cabin preparation is required;

   D. The type of bracing signal will be given, who gives the signal, and when and how the signal is given; and

   E. If there is a possibility that an evacuation will not be necessary, determine how the captain or first officer will notify the flight attendant not to start the evacuation.

   During this briefing with the captain, the flight attendant will obtain the required information and is to repeat it back for clarification. Any questions and queries should be made at this time. This may be the only time to confirm the instructions received from the captain.

2. Take a short time to prepare the plan of action;

3. Brief and prepare passengers and cabin;

Once the information is obtained from the captain, the flight attendant will -

- Immediately begin the emergency PA announcement;
- Carefully explain the location of each exit;
- Explain and demonstrate the correct brace positions;
- Inform passengers that just prior to landing, the verbal command “Bend over, heads down, stay down!” will be given;
- Instruct all passengers to fasten seatbelts securely, low and tight, stow tray tables and seat backs in upright positions and arm rests down. All loose cabin articles and sharp objects should be secured; and
- Enlist passenger assistance in stowing carry-on articles.

The flight attendant will make a visual check of the cabin to ensure all exits are unobstructed and all baggage is properly stowed. All galley equipment must be stowed in their respective stowage areas and flight attendant's personal items must be secured.

### 9.14.1 Prepared Emergency Landing Announcement

“LADIES AND GENTLEMEN, MAY I HAVE YOUR ATTENTION!

THE CAPTAIN HAS JUST INFORMED ME THAT DUE TO _____ WE WILL BE MAKING PREPARATIONS FOR LANDING AND POSSIBLE EVACUATION IN _____ MINUTES.

IF AN EVACUATION IS REQUIRED, YOUR CREW IS CAPABLE AND TRAINED TO HANDLE THIS SITUATION. YOUR COOPERATION AND ATTENTION WILL ENABLE US TO DO EVERYTHING NECESSARY TO QUICKLY AND EFFICIENTLY PREPARE THE CABIN FOR THE EMERGENCY LANDING. REMAIN CALM AND FOLLOW MY INSTUCTIONS.

MAKE SURE THAT YOUR SEATBELT IS SECURELY FASTENED LOW AND TIGHT ACROSS YOUR LAP. RETURN YOUR SEATBACK AND TRAYTABLES TO THE FULL UPRIGHT AND LOCKED POSITION. ENSURE ARMRESTS ARE DOWN. ALL CARRY-ON ITEMS SHOULD BE STOWED SECURELY UNDERNEATH THE SEAT IN FRONT OF YOU, OR RETURNED TO THE OVERHEAD STORAGE COMPARTMENT.

IN THE EVENT OF AN EVACUATION, LEAVE EVERYTHING ON THE AIRCRAFT. TAKE NOTHING WITH YOU.

SHORTLY BEFORE LANDING, YOU WILL BE GIVEN THE COMMAND:

"BEND OVER - HEADS DOWN". YOU ARE THEN TO ASSUME THIS BRACE POSITION.

FOLLOW MY INSTRUCTIONS NOW.

1. PLACE YOUR FEET FLAT ON THE FLOOR SLIGHTLY IN FRONT OF YOUR SEAT. CROSS YOUR ARMS IN FRONT OF YOU AND REST YOUR HANDS ON THE SEATBACK IN FRONT OF YOU. PLACE YOUR HEAD ON YOUR ARMS.
2. PASSENGERS SEATED AT AN EXIT ROW: PLACE YOUR FEET FLAT ON THE FLOOR SLIGHTLY IN FRONT OF YOUR SEAT. LEAN FORWARD AND REST YOUR HEAD ON YOUR KNEES. WRAP YOUR ARMS AROUND YOUR LEGS.

I WILL NOW MOVE THROUGH THE CABIN TO CHECK YOUR BRACE POSITIONS

(CHECK BRACE POSITION)

YOU WILL REMAIN IN THIS POSITION UNTIL THE AIRCRAFT HAS COME TO A COMPLETE STOP. NOW SIT UP.

THERE ARE FOUR EMERGENCY EXITS ON THIS AIRCRAFT. TWO WINDOW EXITS ARE LOCATED AT THE FRONT OF THE CABIN AT ROW ONE AND TWO FLOOR LEVEL EXITS ARE LOCATED AT THE REAR OF THE CABIN AT ROW TEN. LOCATE THE EXIT NEAREST YOU NOW.

UPON LANDING THERE MAY BE MORE THAN ONE IMPACT. REMAIN IN YOUR BRACE POSITION UNTIL THE AIRCRAFT HAS COME TO A COMPLETE STOP. FOLLOW THE DIRECTIONS GIVEN BY YOUR CREW.

IF WE MUST EVACUATE, LEAVE EVERYTHING AND MOVE QUICKLY TO THE NEAREST, CLEAR EMERGENCY EXIT. ONCE OUTSIDE, MOVE QUICKLY AWAY FROM THE AIRCRAFT AND HELP ANYONE NEEDING ASSISTANCE. STAY TOGETHER

PLEASE REVIEW THE BRIEFING CARD IN YOUR SEAT POCKET.”

### 9.14.2 Prepared Emergency Ditching Announcement

LADIES AND GENTLEMEN, MAY I HAVE YOUR ATTENTION!

THE CAPTAIN HAS JUST INFORMED ME THAT DUE TO _____WE WILL BE MAKING PREPARATIONS FOR AN EMERGENCY WATER LANDING IN _____MINUTES.

YOUR CREW IS CAPABLE AND TRAINED TO HANDLE THIS SITUATION. YOUR COOPERATION AND ATTENTION WILL ENABLE US TO DO EVERYTHING NECESSARY TO QUICKLY AND EFFICIENTLY PREPARE THE CABIN FOR THE EMERGENCY WATER LANDING. REMAIN CALM AND FOLLOW MY INSTRUCTIONS.

RETURN YOUR SEATBACK AND TRAYTABLE TO THE FULL UPRIGHT AND LOCKED POSITION. ENSURE YOUR ARMRESTS ARE DOWN. ALL CARRY ON ITEMS SHOULD BE STOWED SECURELY UNDERNEATH THE SEAT IN FRONT OF YOU OR RETURNED TO THE OVERHEAD STORAGE COMPARTMENT.

IN THE EVENT OF THE EVACUATION LEAVE EVERYTHING ON THE AIRCRAFT. TAKE NOTHING WITH YOU.

OUR AIRCRAFT IS EQUIPPED WITH LIFEVESTS. YOUR LIFEVEST IS LOCATED UNDER YOUR SEAT. REMOVE THE VEST NOW.

TEAR OPEN THE PACKAGE AND PLACE THE VEST OVER YOUR HEAD. TAKE THE STRAP AROUND YOUR WAIST AND CLIP IT ON. TIGHTEN THE STRAP BY PULLING ON THE LOOSE END.

DO NOT, I REPEAT, DO NOT INFLATE VEST INSIDE THE AIRCRAFT. WAIT UNTIL YOU ARE AT THE EXIT, READY TO LEAVE THE AIRCRAFT, THEN PULL ON THE RED TAGS TO INFLATE. IF THE VEST SHOULD FAIL TO INFLATE, BLOW INTO THE RED TUBES ON THE SIDES OF THE VEST.

MAKE SURE THAT YOUR SEATBELT IS SECURELY FASTENED LOW AND TIGHT ACROSS YOUR LAP.

SHORTLY BEFORE LANDING, YOU WILL BE GIVEN THE COMMAND:

"BEND OVER - HEADS DOWN". YOU ARE TO ASSUME THIS BRACE POSITION.

FOLLOW MY INSTRUCTIONS NOW.

1. PLACE YOUR FEET FLAT ON THE FLOOR SLIGHTLY IN FRONT OF YOUR SEAT. CROSS YOUR ARMS IN FRONT OF YOU AND REST YOUR HANDS ON THE SEATBACK IN FRONT OF YOU. PLACE YOUR HEAD ON YOUR ARMS.
2. PASSENGERS SEATED AT AN EXIT ROW: PLACE YOUR FEET FLAT ON THE FLOOR SLIGHTLY IN FRONT OF YOUR SEAT. LEAN FORWARD, REST YOUR HEAD ON YOUR KNEES AND WRAP YOUR ARMS AROUND YOUR LEGS.

I WILL NOW MOVE THROUGH THE CABIN TO CHECK YOUR BRACE POSITIONS.

(CHECK BRACE POSITION)

YOU WILL REMAIN IN THIS POSITION UNTIL THE AIRCRAFT HAS COME TO A COMPLETE STOP. NOW SIT UP.

THERE ARE FOUR EMERGENCY EXITS ON THIS AIRCRAFT. TWO WINDOW EXITS ARE LOCATED AT THE FRONT OF THE CABIN AT ROW ONE AND TWO FLOOR LEVEL EXITS ARE LOCATED AT THE REAR OF THE CABIN. LOCATE THE EXIT NEAREST YOU NOW.

UPON LANDING THERE MAY BE MORE THAN ONE IMPACT. REMAIN IN YOUR BRACE POSITION UNTIL THE AIRCRAFT HAS COME TO A COMPLETE STOP. FOLLOW THE INSTRUCTIONS GIVEN BY YOUR CREW. LEAVE EVERYTHING AND MOVE QUICKLY TO THE NEAREST CLEAR EMERGENCY EXIT. ONCE OUTSIDE, MOVE QUICKLY AWAY FROM THE AIRCRAFT AND HELP ANYONE NEEDING ASSISTANCE. STAY TOGETHER. PLEASE REVIEW THE BRIEFING CARD IN YOUR SEAT POCKET."

### 9.14.3 Select and Brief Able Bodied Persons (ABPs)

If applicable and time permits secondary duties, the flight attendant will brief and assign ABPs to assist in the evacuation by opening exits, redirecting passengers, or for helping special needs passengers. An important factor in the selection of able-bodied passengers is their willingness to help or assist with the evacuation. Other obvious factors would be their ability to execute the assigned tasks and duties.

An announcement requesting the assistance of able-bodied passengers may be made:

"
*I AM GOING TO NEED SOME ASSISTANCE. IF THERE ARE ANY PERSONNEL TRAINING TO HANDLE ANY TYPE OF EMERGENCY SITUATIONS, PLEASE IDENTIFY YOURSELF USING THE FLIGHT ATTENDANT CALL BUTTON*
"

The flight attendant will then -

- Select ABP;
- Decide where the ABP can be of most assistance;
- Reseat if necessary (review brace position if required);
- Explain the situation:
  - What is the nature of the duties that are to be performed.
  - How much time is available and when the tasks are to be done.
  - What specific actions the ABP is to perform;
- Have ABP repeat the instructions and demonstrate action if practical; and
- Answer any questions.

### 9.14.4 Take Seat and Brace for Impact

The flight attendant will then take his seat, fasten seatbelt, and secure shoulder harness.

### 9.14.5 Report to Captain

The flight attendant will notify the captain upon completion of duties by stating, "Cabin ready". If applicable the flight attendant will dim cabin lights to adjust passengers' vision to current conditions.

### 9.14.6 Able Bodied Passenger Briefing

**Review uses of ABP**

- Opening exits;
- Assisting handicapped passengers, mothers with infants etc in exiting aircraft;
- Passenger redirection;
- Placing life vests on other passengers;
- Using emergency equipment (fire extinguishers, flashlights first aid kits etc);
- Communications with other passengers or pilots; and
- Repeating flight attendant's commands.

## 9.15 Land Evacuation

Evacuation of the aircraft on land is the most common form of emergency evacuation. The cause for this type of evacuation can be anything from an aircraft fire to a precautionary evacuation due to a bomb threat. They can occur with no warning, such as a crash on takeoff, or with hours of warning, where the pilots burn fuel to lighten the aircraft.

Consider these three major factors that are apt to harm passengers during the emergency:

1. Impact;
2. Fire; and
3. Evacuation injuries.

The most dangerous of these is fire. This kills or injures more people than impact. However, more common injuries occur during the evacuation. During evacuation, passengers in panic injure other passengers by bumping themselves on an object or equipment, or during the jump to the ground. Precautions must be taken to protect the passengers from all sources of harm.

**Impact**

Impact injuries occur as a result of sudden stoppage of the aircraft. The greatest fatality or injury rate occurs when the aircraft is stopped suddenly. The angle which the flight path intercepts the ground or an object, determines how suddenly the aircraft stops. During a normal landing with an emergency stop or a takeoff that is not completed (aborted), the biggest factor which influences fatalities and injuries is the use of seatbelts. For this reason and the fact that most takeoff accidents occur with little or no warning, seatbelts are required for all passengers during takeoff and landing. Since a well functioning flight crew can decrease the fatalities, there is a regulation that the flight crew must wear shoulder harnesses during takeoff and landing to prevent injury. This restricts the flight attendant to the assigned seat.

**Fire**

Fire represents the biggest hazard to safety in the aircraft. Passengers and crewmembers are separated by only very thin pieces of aluminum from gallons of aviation fuel. Once a fire has started, the most modern fire fighting equipment can do little to prevent major injury. The best defense against this danger is to run. Get as far away from the fire and the aircraft as possible. Fires spread with unbelievable speed.

There are two ways in which fires can cause injuries:

1. Heat and the resulting burns; and
2. Suffocation.

The two hazards work together against people. Heat can disable the victim and suffocation can kill, or suffocation can disable and heat can kill. Either way, during an evacuation, both aspects of the fire must be considered. The best way to counter the effects of both of these hazards is to evacuate. Distance is the best way to counter the effects of heat and suffocation.

Clothing or covering exposed skin helps prevent burns caused by radiating heat for a short time, but shortly, the cover will heat up and cause burns. It could be a temporary measure only while evacuating.

Suffocation results from the products of fire. Carbon dioxide and carbon monoxide are common by-products of a fire and a waste product of the body. When absorbed into the system, a decrease in the physical performance of the victim results. Carbon dioxide has a characteristic that it can displace oxygen in the air thus providing a suffocating environment.

Carbon monoxide, a poisonous gas that replaces the oxygen in the red blood cells, is a by-product of incomplete combustion. This cumulative poison is expelled from the body when red blood cells are replaced.

The best method of combating suffocation is to get fresh air and, obviously, the best place to get fresh air is far from the fire, hence, evacuation.

**Evacuation Injuries**

During any evacuation of the aircraft, passengers are going to be confused and excited. In this state people do not think clearly about their actions and, as a result, many careless acts are committed. These acts can cause injury. The types of accidents that can happen are too numerous to list, but examples include -

- Standing up quickly and hitting their head on the ceiling;
- Falling over their own hand luggage;
- Pushing someone down; and
- Jumping out the emergency exit and twisting an ankle on landing.

With exceptions, the accidents in this category are not usually fatal; however, they sometimes can lead to fatalities. The primary factor in preventing injury in this category is control of the aircraft. The flight attendant must be in command of the passengers and cabin. There is a tendency for passengers to rush to the exits during or right after an accident, so the first command to maintain order will be to shout: "Stay seated!"

Shouting will be more apt to maintain passenger control, as most will comply instantly. It also directs the attention of the passengers to the flight attendant for additional instructions.

If an impact is about to occur, command: "fasten your seatbelt" and "bend over, heads down, stay down". Repeat this again and again to ensure compliance.

After impact, the "stay seated" command provides time for the flight crew to evaluate the situation and determine which exit is to be used. This also provides for a more orderly evacuation.

## 9.16 Unprepared Evacuation - Land

In an unprepared evacuation, a routine takeoff or landing suddenly develops into an emergency situation. Flight attendants should be prepared to act instantly, as there is no time to prepare the passengers for the emergency.

Whenever a takeoff or landing has a definite difference in force, sound or attitude from the normal, the flight attendant must be alert to perceive the situation, take action to protect themselves during impact forces, and be ready to organize an evacuation if necessary.

### 9.16.1 Captain

Once the cockpit duties are complete, the captain will release the co-pilot from the cockpit. Then the captain will station himself behind his cockpit entrance, out of the aisle, so as to allow freedom of movement in the aisle and be able to observe the entire evacuation operation inside the aircraft.

The captain's primary responsibility is the operation of the aircraft. Getting the aircraft stopped, if moving, and giving the evacuation command will be his responsibility.

**Duties**

1. Ensure that the engines are stopped and props are feathered. He will then ensure that remaining items have been accomplished during the shut down:
   - Fuel off;
   - Emergency lights on;
   - Main electrical off; and
   - Engine fire extinguisher discharged, if necessary.

   He will block the front exits until the props have stopped turning. He will not use an exit if there appears to be danger of a fire.
2. The captain will make a final check for any passengers left inside the cabin, including under the seats for small children or babies.
3. He is accountable for the location of each crewmember.
4. He will take any required emergency equipment. After the passengers have evacuated and are away from the aircraft, assist in assembling them for a head count and aiding any injured persons.

### 9.16.2 First Officer

Once operational duties are completed, the first officer will assist with the evacuation of those passengers requiring special attention: elderly, handicapped, adults with children etc. He will station himself behind his cockpit exit, out of the aisle, so as to be able to assist the flow of passengers out of the exit, but not blocking the aisle himself. He should avail himself of any emergency equipment required (for example: a fire extinguisher, in the event of a fire). If he deems it appropriate, he may exit the aircraft to assist passengers deplaning and direct them away.

**Duties**

1. He will check for a fire and ensure that the proper exits, away from the fire, are opened.
2. He will check the aisle for clearance and that the passengers are freely moving to exits. He will check for prop rotation, and that the front exits are available for use.
3. He will check the seats, with the assistance of the flight attendant, for any passengers remaining or stuck in their seats. Be sure all passengers are being evacuated.
4. He will take any required emergency equipment. After the passengers have evacuated and are away from the aircraft, assist in assembling them for a head count and aiding any injured persons.

### 9.16.3 Flight Attendant

The flight attendant will be in charge of the cabin. He will also determine which exits are to be used. If no instructions are received from the pilots, and indications are that an impact is about to occur:

The flight attendant ill shout “Bend over, heads down, stay down!” and at the same time assume his own brace position. The flight attendant will proceed, once the aircraft has stopped, to the primary exit. He will stay at the exit and ensure there is an orderly flow of evacuation there.

**Duties**

1. The aircraft will most likely be endangered by fire. The flight attendant will open the exits on the side away from the fire. If there is no fire, he will use both sides.
2. The flight attendant will ensure an orderly flow of passengers out of the aircraft, preventing panic yet keeping the flow moving. If a passenger should stop at an exit (freeze), they shall be positively assisted out of the cabin. Instructions will be positive, enforcing rapid departure out of and away from the aircraft, but not so rapid so as to instill panic into the passengers.

   At the door or window, if a passenger attempts to bring his carry-on baggage with him, the flight attendant will make a quick decision. If the bag interferes with the evacuation, he will take the bag and dispose of it clear of the egressing passengers. If the removal of the bag interferes with the evacuation more than the bag does, he will allow the passenger to keep the bag.
3. He will move people away from the aircraft and regroup and count heads to make sure everyone is out.
4. He will aid injured passengers.

## 9.17 Prepared Land Evacuation

Anticipated evacuations occur with warning. This will allow for some preparation, although time is very limited. The most important items to check are seatbelts and tray tables, ensuring that they are fastened and stowed. With additional time, the flight attendant will check smoking, explain brace position, and assign able-bodied passengers.

### 9.17.1 Captain

The captain will be responsible for coordinating with the other flight crewmembers. With each additional minute of time, the better the evacuation will be. A plan should be formulated for getting the people out of the plane. The captain will remain in the cockpit until his duties are completed, he will then proceed to a position at the cockpit entrance, allowing free access in the aisle but in a position to observe the entire evacuation inside the aircraft.

**Duties**

1. He will determine extent of the emergency.
2. He will notify ATC and company of the emergency.
3. He will advise the flight attendant of the nature or the emergency, time available and cabin preparation required. Also ensure method of brace command is understood.
4. If possible avoid landing until -
   - Emergency equipment and crew are standing by;
   - Passengers are instructed in evacuation procedures; and
   - Aircraft emergency equipment is ready for use.
5. He will warn the flight attendant and passengers just prior to landing.
6. He will position all switches and controls as appropriate just before touchdown.
7. Once the aircraft has come to a complete stop and cockpit duties have been completed, he will proceed to his station and ensure that the evacuation is being conducted in an orderly manner.
8. He shall be accountable for the location of all crewmembers.
9. Once the passengers are evacuated, he will determine that no one is left aboard the aircraft, and then exit.
10. After exiting the aircraft, assemble the passengers, he will treat any injuries, and make a head count.

### 9.17.2 First Officer

The first officer, once operational duties have been completed, will assist with the evacuation of those passengers requiring special attention (elderly, handicapped, adults with children, etc.). He will station himself behind the cockpit exit, to the side of the aisle, so as to be able to assist the flow of passengers out of the aircraft but not blocking the aisle himself. He will proceed to any area that may need his assistance.

**Duties**

1. He will make sure there is a rapid departure from the aircraft.
2. He will check the aisle for clearance and that passengers are freely moving towards the exits.
3. He will check for prop rotation
4. He will check the seats, with the assistance of the flight attendant, for any passengers remaining in or stuck in their seat. Some may have been injured during impact. Be sure all passengers are being evacuated.
5. After the passengers have deplaned, he will exit with emergency equipment and assist in assembling the passengers away from the aircraft. He will also aid injured passengers.

### 9.17.3 Flight Attendant

The flight attendant will coordinate with the captain to determine the details of the emergency and for any special instructions, such as a signal for when to assume the brace position. If time is limited, he will condense activities as necessary to accomplish the more important items first and quickly. If more extensive time is available, it is advisable to accomplish the briefing and preparations in steps. This will enable him to make more frequent contact with passengers and to find something for them to do periodically. Verbal contacts exert a great influence during emergencies. The flight attendant must stay under complete control and act and speak decisively in a clear, calm tone of voice.

In providing initial information to passengers, they should be given general information such as the nature of the emergency, the system that will be used in issuing further instructions, the possibility of rearrangement of the passengers in order to seat assistants, and the type of landing expected. Special instructions will be given to passengers to remain seated until the aircraft has come to a complete stop, and then proceed to the nearest clear exit.

**Duties After Impact**

1. He will open exits on opposite side of any smoke or fire. If no fire is visible, use both sides of the aircraft.
2. The flight attendant shall ensure an orderly flow of passengers out of the aircraft, preventing panic, yet keeping everyone moving. If a passenger should stop at an exit (freeze), positively assist that person out of the cabin.
3. Instructions will be positive and will have the passengers move rapidly away from the aircraft. The commands are: "Release your seatbelts! Come this way!" for normal routes. But if redirection is required, the command is: "This exit is blocked! Go that way!", while pointing.
4. At the exit, the command is: "Jump! Run!". Once the evacuation is completed and the flight attendant has exited, he will assist passengers into a group and count heads to see that everybody is out of the aircraft.

## 9.18 Assistants During Land Evacuation

The flight attendant may assign certain passengers to be assistants, to ensure the exits will be opened and to assist other passengers out of the cabin. The assistant will be briefed and instructed not to open an exit until the aircraft has come to a complete stop and to check for fire before opening the exit. Open any other clear exit and get the people out of the aircraft.

## 9.19 Night Evacuation - Land

Evacuations at night are the same as during the day, except for the fact that limited visibility adds to the confusion. Prior to impact you should have a flashlight secured and ready for your use. A major hazard at night is falling over obstacles and hitting the head on hard, solid objects. Prior to evacuation, both the flight attendant and the pilots will turn on the emergency lights. Either switch will activate the system, but the double procedure will ensure that the lights are on, should something happen to either crew member. Once you are outside the aircraft, keep contact with other occupants and regroup. Aid any injured passengers.

## 9.20 Ditching

Ditching occurs when an aircraft lands on the water for a variety of reasons. These reasons could include a double engine failure, fire, fuel starvation or other non-predictable causes. There are two types of ditching: prepared and unprepared. For either type, an evacuation from the aircraft will be necessary once the aircraft has come to a complete stop.

There are usually at least two major impacts during a water touchdown; the first when the aircraft just touches down, and the second as it slams to a stop. There may be additional impacts depending upon sea conditions, aircraft attitude, and how many bounces it makes.

Once the aircraft is down, the task of evacuating the passengers from the cabin to the ocean with their flotation equipment must take precedence over everything else.

Some aircraft sink within minutes (or less time) while others must be sunk intentionally because they have remained floating long enough to become a hazard to nautical navigation.

You must be prepared for the aircraft to sink rapidly; therefore, speed of evacuation is important. Passengers must be assembled at a point away from the aircraft, so as to prevent anyone being dragged under should the aircraft sink rapidly. Remain in the immediate area and await rescue.

Procedures are predicated on ideal conditions: the aircraft remains intact, no one is incapacitated, and the designated emergency exits are above water level.

You must take an appraisal of these conditions and consider the attitude of the aircraft when planning a course of action. You should deviate from these procedures as is necessary as the situation changes.

## 9.21 Unprepared Ditching

Unanticipated ditching may occur and you may not have the luxury of a warning. Although any prior indication you have will allow for some preparation, time is very limited.

### 9.21.1 Captain

The captain will remain in the cockpit until his duties are complete, he will then proceed to a position at the cockpit entrance, allowing free access in the aisle but in a position to observe the entire evacuation inside the aircraft.

**Duties**

1. Give the flight attendant as much warning as possible.
2. Once the aircraft has stopped and the cockpit duties have been completed, proceed to the station and ensure that the evacuation is being conducted in an orderly manner. Issue commands as required concerning which exit to use but remain in the station area. Redirect passengers away from the exits below the waterline.
3. If time permits, remove remaining flotation cushions. Recheck cabin to ensure that no one is on board, such as passengers stuck in their seats, children under the seats, babies etc. and then exit the aircraft.
4. After exiting the aircraft, gather the evacuees together in a group for rescue. The grouping should take place away from the aircraft so it will be permitted to sink without endangering anyone in the water.

### 9.21.2 First Officer

The first officer, once operational duties of the aircraft have been completed, will assist with the evacuation of those passengers requiring special attention: elderly, handicapped, adults with children, etc. He will station himself behind the cockpit exit, to the side of the aisle, so as to be able to assist the flow of passengers out of the aircraft but not to block an exit or aisle.

**Duties**

1. Make sure the life vests are on. Have passengers take flotation cushion with them. Positively assist them out of the exit if need be.
2. Check the aisle for clearance and that the passengers are freely moving to exits.
3. Check the seats with the assistance of the flight attendant for any passengers remaining in or injured in their seats. Be sure that all passengers are being evacuated.

### 9.21.3 Flight Attendants

The flight attendant will be in charge of the cabin. He will also determine which exits are to be used. If no instructions are received from the pilots and indications are that an impact is about to occur:

SHOUT: "BEND OVER - HEADS DOWN - STAY DOWN" and at the same time assume your own brace position. The flight attendant will proceed, once the aircraft has stopped, to immediately and expeditiously evacuate the passengers.

**Duties After Impact**

1. SHOUT: "GRAB LIFEVEST - PUT IT ON" and at the same time grab and put your own life vest on.
2. The flight attendant shall ensure that the passengers get their life vests. Instructions should positively reinforce the policy that life vests are not to be inflated inside the aircraft. Instructions will be given to the parent/assistant of any infant to put the life fest on the infant, if applicable.
3. Instructions will be positive to have the passengers move rapidly away from the aircraft. At the exit, command: "INFLATE VEST - JUMP FEET FIRST INTO THE WATER"
4. Once the evacuation is completed and the flight attendant has exited the aircraft, then assist in regrouping the passengers

## 9.22 Prepared Ditching

When preparing for a water landing, it is good to expect which exits are to be used. However, predicting which exits are above the water is difficult. Sometimes, aircraft land in the water with the cockpit below the water level and other times the tail is under water. Sometimes, the aircraft rests on its side with the right exits above water and the left ones below (or vice versa). Some aircraft float because the fuel tanks are full of air but the cabin is below the water level. If this should occur, then the cockpit overhead exit may be used. If a ditching should occur, all crewmembers must be prepared for the unexpected.

Usually only a small percentage of people aboard the aircraft are seriously injured from the deceleration. More fatalities have resulted because the passengers do not or cannot escape from the cabin, or they escape but are unable to remain above the water. The survival narratives of actual ditching also stress the fact that survival after ditching is often dependent on swimming ability. Strong swimmers usually can save themselves as well as those who can't swim very well.

If warning of the impending ditching is possible, the captain, once determining the extent of the emergency, will notify ATC and company, and should then advise the flight attendant. His advising briefing should answer three questions:

1. What is the nature and extent of the emergency?
2. How should the cabin be prepared (any special instructions)?
3. How much time is available to prepare the cabin and passengers?

Additionally, the PIC will state how the Brace Call will be given.

The flight attendant shall then prepare the passengers for a ditching by explaining pertinent information to the passengers, selecting able bodied passengers to assist with opening exits and doors, and having all passengers put on their life vests. Thereafter, he will make an inspection to ensure that life vests have been properly donned. Instruct the passengers NOT to inflate the vest until they have left the aircraft. Pair off all passengers in a "buddy" system in preparation for evacuation. Older persons should be paired with able-bodied persons to assist them. Children and non-swimmers should NOT be paired off together, and avoid breaking up family units.

Flights within the Mariana Islands are not considered extended over water; therefore, life rafts are not installed.

Keep passengers advised of all pertinent information and pass on appropriate information on ditching procedures as time permits.

### 9.22.1 Captain

The captain will station himself behind the cockpit entrance, out of the aisle, so as to allow freedom of movement in the aisle and be able to observe the entire operation inside the cabin.

**Duties**

1. The captain ensures that cockpit duties are complete, including FUEL OFF, EMERGENCY LIGHTS ON, MAIN ELECTRICAL OFF, and then he will station himself appropriately and ensure that the evacuation is proceeding smoothly. He will block exits if they are below the waterline and direct passengers to an exit above water.
2. He shall instruct which exits are to be used if there is any doubt.
3. He will account for the location of all crewmembers.
4. He will check inside the aircraft for anyone under the seats (e.g., babies)
5. After exiting the aircraft, gather the evacuees together in a group for rescue. The grouping should take place away from the plane so it can sink without endangering anyone in the water.

### 9.22.2 First Officer

The first officer, once operational duties are completed, will assist with the evacuation of passengers requiring special assistance such as elderly, handicapped, adults with children, etc.

He will station himself behind the cockpit exit to the side of the aisle, so as to be able to assist the flow of passengers out of the aircraft but not blocking the aisle himself. He will proceed to any area that may need his assistance.

**Duties**

1. Make sure the life vests are on but not inflated. If expedient, he could enter the water, before the completion of the evacuation, and assist passengers to a central rallying point.
2. Check the aisle for clearance and that the passengers are freely moving to exits.
3. Check the seats for any passengers remaining or injured. Be sure that everybody is being evacuated.

### 9.22.3 Flight Attendant

The flight attendant will coordinate with the captain to determine the details of the emergency and for any special instructions, such as a signal for when to assume the brace position. If time is limited, condense activities as necessary to accomplish the more important items first and quickly. If more time is available, it is advisable to accomplish the briefing and preparations in steps. This will enable you to make more frequent contact with passengers and to find something for them to do periodically.

Normally the flight attendant determines which exit is to be used based on the waterline. He will proceed to the primary exit once the aircraft has stopped. The aircraft manufacturer believes that the forward exits will probably be the best choices due to the predicted tendency for the nose to rest below the waterline.

**Duties Before Impact**

1. Turn cabin lights to FULL BRIGHT. Make Prepared Emergency Ditching announcement.
2. Be sure to check seatbelts are fastened tightly, tray tables and seat backs are in the upright and locked positions, armrests are down and all carry on items are stowed securely.
3. Make sure all passengers have fitted their life vests and that they know how and when to inflate it. Ensure that all infants have been fitted with a life vest and that the accompanying adult is briefed regarding the egress
4. Ensure passengers know the bracing signal, brace for impact position and the location of all exits.
5. Choose, brief and reseat assistants. You will need assistants for the evacuation of unaccompanied minors, elderly, incapacitated, blind, adults with children and overly excited passengers. Re-seat passengers requiring assistance, if required, near to but not at an emergency exit.
6. Set up a "buddy" system. Assign able-bodied passengers to those requiring assistance. Inform them that they are responsible for the safety and evacuation of their assigned passenger.
7. Remove and stow all shoes, sharp objects, loose articles, dentures etc.
8. Recheck that all seatbelts are low and tight.
9. Once all of the above items have been accomplished, take your assigned seat, strap on seatbelt and harness securely and notify the captain.

The captain, when possible, will give the "BRACE FOR IMPACT" command, approximately 30 seconds before landing. This indicates to the flight attendant to instruct the passengers to assume the brace position. Be alert for the possible omission of the chimes, in which case the flight attendant should instruct the passengers to assume the brace position at his own initiative. Remain in this position until the aircraft has come to a complete stop.

**Duties After Impact**

1. Turn on emergency lights. Determine the waterline and which exits can be used.
2. Ensure an orderly flow of passengers out of the cabin, preventing panic, yet keeping the flow moving.
3. Give positive instructions to passengers that life vests are to be inflated at the exit, when ready to leave the aircraft: "INFLATE JUMP"
4. Give positive instructions to passengers to move rapidly away from the aircraft - far away enough so as not to be dragged down with the plane, should it sink.
5. Instruct passengers to form a group, using arms to link each other together. Have assistants help gather everyone together while regrouping.

### 9.22.4 Assistants During Ditching

An assistant may be used to open the door by referring to the appropriate opening instructions. Also be sure to brief the assistant NOT to open the exit until the aircraft has come to a complete stop. The aircraft may be tilted, so check the waterline before opening the exit. Open the doors on the high side.

## 9.23 Night Evacuation - Water

Evacuations at night are the same as during the day, except that limited visibility adds to the confusion. Prior to ditching you should have the main cabin lights dimmed, emergency lights ON, and flashlight securely in your possession to aid donning life vests and getting out of the aircraft. Once outside, keep in contact with other occupants, which may be difficult. Assemble and regroup until rescue arrives.

## 9.24 Survival Procedures

- If the accident occurs in a remote area and it becomes apparent that rescue personnel will not be arriving for some time, crewmembers should make the provisions for the survival of passengers.
- Give each ABP survivor assigned duties.
- Find or improvise shelter, particularly for the injured. An intact aircraft, not burnt, and free from fuel and fumes will provide the best shelter.
- Remove aircraft panels for use as shovels, fire reflectors and stretchers.
- Use galley equipment to carry food, water and supplies.
- Use flotation devices for additional protection against exposure
- Utilize seat cushions, floor coverings personal clothing and baggage for warmth and protection.
- Utilize all available emergency equipment.
- To allow rescuers to spot survivors in the water, they should group together, link arms and form a circle with the less able - elderly, small children etc, in the center where they can be observed. All survivors should be instructed to adopt the fetal position to conserve body heat and energy.
- To move survivors in the water, instruct them to link arms and kick their legs. Incapacitated survivors should be linked into the circle with able-bodied passengers supporting them.

**After it is Over**

- Do not speak with the press.
- Do not grant an interview unless Freedom Air gives permission.

## 9.25 Prepared Evacuation - Quick Reference

| EVACUATION - PREPARED: LAND/WATER | |
|---|---|
| **EMERGENCY WARNING: FROM CAPTAIN**<br>• Proceed to station for briefing.<br>• Repeat back for clarification | |
| **CABIN LIGHTS ON FULL BRIGHTNESS**<br>• Prepared Land/Ditching Emergency Announcement | |
| **CHECK BRACE POSITION/LIFE VESTS FITTED** | |
| **SECURE CABIN, GALLEY AND LAVATORY**<br>• Select and brief ABPs if time permits. | |
| **REPORT TO CAPTAIN: "CABIN READY"**<br>• Take seat. Secure seatbelt and harness. | |
| **LANDING IMMINENT: 30 SECS PRIOR TO IMPACT**<br>• Command from CAPT | |
| **SHOUT "BEND OVER - HEADS DOWN" repeatedly**<br>• Assume crew brace position. | |
| **AIRCRAFT COMES TO A COMPLETE STOP**<br>• Await instructions from crew. If given the "EVACUATE" command OR if you must initiate an evacuation:<br>• Unfasten seatbelt and harness.<br>• Turn ON emergency lights.<br>• SHOUT: "REMAIN SEATED" | |
| **DETERMINE SAFE EXIT** | |
| **EXIT CLEAR.**<br>• Open exit.<br>• SHOUT: "RELASE SEATBELTS, COME THIS WAY" | **EXIT BLOCKED:**<br>• Redirect passengers to clear exit.<br>• SHOUT: "THIS EXIT IS BLOCKED, GO THAT WAY" |
| **ONCE PASSENGERS ARE AT THE EXIT** | |
| **LAND:**<br>• SHOUT: "JUMP AND RUN" | **WATER:**<br>• SHOUT: "INFLATE VEST, JUMP" |
| Control evacuation, while continuously assessing conditions.<br>Ensure all passengers have evacuated the aircraft. | |
| **WHEN READY TO EVACUATE AIRCRAFT**<br>• SHOUT: "CAPTAIN, I'M OUT OF HERE"<br>• Take emergency equipment with you. | |
| **ASSEMBLE SURVIVORS TOGETHER.**<br>• PERFORM HEAD COUNT.<br>• TREAT FOR ANY INJURIES. | |

## 9.26 Unprepared Evacuation - Quick Reference

<table>
<tr><td colspan="2">EVACUATION - UNPREPARED: LAND/WATER</td></tr>
<tr><td colspan="2">EMERGENCY WARNING FROM CAPTAIN: "BRACE FOR IMPACT"</td></tr>
<tr><td colspan="2">SHOUT" "BEND OVER - HEADS DOWN - STAY DOWN" repeatedly<br>Assume Brace for Impact position.</td></tr>
<tr><td colspan="2">AIRCRAFT COMES TO A COMPLETE STOP<br>If given the "EVACUATE" command OR if you must evacuate passengers:<br>Unfasten seatbelt and harness.<br>Turn ON emergency lights.</td></tr>
<tr><td colspan="2">SHOUT: "REMAIN SEATED"</td></tr>
<tr><td>LAND:<br>Move to primary exit.</td><td>WATER:<br>Don lifevest.<br>SHOUT: "GRAB LIFEVEST, PUT IT ON"</td></tr>
<tr><td colspan="2">DETERMINE SAFE EXIT</td></tr>
<tr><td>EXIT CLEAR:<br>Open exit.<br>SHOUT: "RELEASE SEATBELTS"<br>"LEAVE EVERYTHING"<br>"COME THIS WAY"</td><td>EXIT BLOCKED:<br>Redirect passengers to clear exit.<br>SHOUT: "THIS EXIT IS BLOCKED, GO THAT WAY"</td></tr>
<tr><td colspan="2">ONCE PASSENGERS ARE AT THE EXIT</td></tr>
<tr><td>LAND:<br>SHOUT: "JUMP AND RUN”</td><td>WATER:<br>SHOUT: "INFLATE VEST. JUMP"</td></tr>
<tr><td colspan="2">Control evacuation, while continuously assessing conditions.<br>Ensure all passengers have exited aircraft.</td></tr>
<tr><td colspan="2">WHEN READY TO EVACUATE AIRCRAFT<br>SHOUT: "CAPTAIN, I'M OUT OF HERE"<br>Take emergency equipment with you.</td></tr>
<tr><td colspan="2">ASSEMBLE SURVIVORS TOGETHER.<br>PERFORM HEAD COUNT.<br>TREAT FOR ANY INJURIES.</td></tr>
</table>

## 9.27 Fire and Smoke Hazard

**Theory of Fire**

For combustion to take place, Fuel, Heat and Oxygen are required. By removing any one of these factors the fire will be extinguished. A FIRE ON BOARD IS AN EXTREME EMERGENCY. Fires are generally caused by carelessness. Constant cabin surveillance and alertness for fire hazards is the best prevention. The best method of fighting a fire differs somewhat depending on the class of fire that is encountered and the equipment available with which to fight it. Once a fire has been discovered, it is imperative that the fire be fought immediately.

If fire produces excessive smoke and fumes inside the cabin, the flight attendant should STAY CALM and:

- Watch for signs of panic and take additional action if necessary
- Move passengers away from smoke or fumes (if possible)
- If there is a lot of smoke in the cabin, use your PBE and have passengers/crewmembers breathe the air approximately six inches from the cabin floor where the smoke and toxic fumes will be less dense.

## 9.28 Fire Classification

| Class of Fire | Description | Extinguisher |
|---|---|---|
| **CLASS A**<br>Combustible materials | Paper, wood, fabric, certain plastics, etc., where dousing by water is effective. | Type A: Water (H20)<br>Water saturates materials and prevents rekindling. |
| **CLASS B**<br>Flammable Liquids | Gasoline, oils, greases, solvents, paints and cooking fats, etc., where smothering action is required. | Type B: Halon 1211, Carbon Dioxide (CO2), Dry Chemical |
| **CLASS C**<br>Energized Electrical Equipment | Fires started by short-circuit or faulty wiring in electrical equipment. Fires in motors, galley equipment where non-conducting extinguishers are required. | Type C: CO2, Halon 1211, Dry Chemical |
| **CLASS D**<br>Flammable Metals | Magnesium, Zinc, Titanium | Type D: Purple K or other dry powder specifically designed for fighting metal fires |

| Type of Extinguisher | Effects on Class of Fire |
|---|---|
| **Type A:**<br>Water (H20) | **CLASS B: Flammable Liquids**<br>Water on flammable liquid fires (class B) spreads the fire.<br>**CLASS C: Energized Electrical Equipment**<br>Water on a live electrical fire (class C) could cause severe shock or death.<br>**CLASS D: Flammable Metals**<br>Water on a metal fire can cause a violent explosion that could be fatal and may cause more damage than letting fire burn until professionals with the proper extinguishing agent arrive. |
| **Type B:**<br>Halon 1211, Carbon Dioxide (CO2), Dry Chemical | **CLASS A: Combustible materials**<br>B rated extinguishers are not as effective as H2O on a class "A" fire.<br>**CLASS D: Flammable Metals**<br>B rated extinguishers on a metal fire can cause a violent explosion that could be fatal and may cause more damage than letting fire burn until professionals with the proper extinguishing agent arrive. |
| **Type C:**<br>CO2, Halon 1211, Dry Chemical | **CLASS A: Combustible materials**<br>C rated extinguishers are not as effective as H2O on a class "A" fire.<br>**CLASS D: Flammable Metals**<br>C rated extinguishers on a metal fire can cause a violent explosion that could be fatal and may cause more damage than letting fire burn until professionals with the proper extinguishing agent arrive. |

## 9.29 Fire Prevention Procedures

1. Strictly enforce all smoking regulations
2. Keep trash containers covered
3. Check the lavatory prior to every take-off and landing, and frequently inflight for any signs of a fire
4. Do not stow any matches or other material that can easily contribute to fires in the vicinity of heat producing areas.
5. Report malfunctioning electrical appliances immediately
6. Notify cockpit of any tripped circuit breakers. If circuit breaker is out, LEAVE IT OUT.

## 9.30 Fire Fighting Equipment

There are several pieces of equipment onboard that can be used for fire detection/fighting

- Halon 1211 fire extinguishers
- Smoke detectors
- PBE
- Crash Axe

**Be Prepared to Fight the Fire**

As part of your training, you are required to know the location of the nearest fire extinguishers. As you preflight each extinguisher, make a mental review of the use and operation of each extinguisher onboard.

Know the location of the circuit breakers and know when and how to pull them.

## 9.31 Fire Fighting Procedures

Once a fire is discovered or once there is any suspicion of a possible fire, every attempt should be made to immediately fight the fire. Communication with the cockpit crew at the first possible chance should be made. Reports to the captain should include:

- Location of fire
- Severity of fire
- Color and density of smoke if any
- Source of fire if it has been discovered
- Condition of passengers and cabin
- Number of extinguishers used and any other equipment used

## 9.32 Preventing Reignition

Once the fire has been extinguished, be sure smoldering embers are completely out. Soak burnt material with water if applicable; break apart if it is necessary to be sure it is completely out. Reaffirm electrical power is shut off to affected areas. Monitor the area until the aircraft is on the ground and fire personnel take over.

**Cabin Furnishing Fire**

This type of fire usually involves combustible solids found in the cabin. To quickly put it out:

1. Douse with water/juice or any non-flammable liquid that is immediately available.
2. Reseat passengers if required.
3. Report to the captain as soon as possible.
4. Closely monitor the area throughout the flight.

## 9.33 Overhead Storage Compartment Fire

Signs of a fire in the overhead storage compartment may include the smell and signs of smoke, excessive heat from the area or even flames.

**Immediate Actions**

1. Classify fire.
2. Notify the captain.
3. If smoke is present, DON PBE.
4. Remove fire extinguisher from stowage and test fire.
5. Move any passengers from the vicinity.
6. Use the back of your hand to feel for heat intensity along the storage compartments to identify the location of the fire.
7. Crack open the overhead storage compartment lid just enough to fit the fire extinguisher nozzle.
8. Discharge contents into compartment and close lid.
9. Instruct ABP to collect second fire extinguisher bottle if you should need it.
10. Repeat extinguishing procedure.
11. Identify source of fire and ensure fire is out.
12. Reseat passengers if required.
13. Report to the captain.
14. Monitor closely for the duration of the flight.

## 9.34 Lavatory Fire

An immediate indication of possible fire in the lavatory could be the setting off of the smoke detector.

**Immediate Actions**

1. Classify fire.
2. Notify the captain.
3. If smoke is present, DON PBE.
4. Remove fire extinguisher from stowage and test fire.
5. Move any passengers from the vicinity.
6. Check for intensity of the fire by feeling lavatory door with the back of your hand.
7. If door is cool, OPEN and investigate for location/source of fire.
8. If door is HOT, crack open door just enough for fire extinguisher nozzle to fit through.
9. When location is found or when door has been cracked open, discharge contents of fire extinguisher and close door.
10. Retrieve second fire extinguisher bottle and repeat the above actions as is necessary.
11. Identify location/source of fire and ensure fire is out.
12. Report to the captain.
13. Monitor closely for the duration of the flight.

## 9.35 Galley Fire

Galley fires may involve electrical wiring. Therefore, it is important to be familiar with the electrical switches and circuit breakers for the galley equipment.

**Immediate Actions**

1. Classify fire.
2. Notify the captain.
3. Turn off all galley electrics.
4. Pull circuit breakers as appropriate.
5. Remove fire extinguisher from stowage and test fire.
6. Move any passengers from the vicinity.
7. Use back of hand to feel for heat intensity to identify location of fire.
8. Crack open galley compartment door just enough to fit fire extinguisher nozzle.
9. Discharge contents and close door.
10. Use second bottle if necessary.
11. Identify source/location of fire and ensure fire is out.
12. Report to the captain.
13. Monitor closely for duration of flight.

## 9.36 Rear Baggage Compartment Fire

If the pilot(s) notify the flight attendant of a smoke warning in the rear baggage compartment, or if a fire and/or smoke is determined to come from the rear baggage compartment:

1. Remove fire extinguisher from stowage and test fire.
2. Open extinguishing point and insert fire extinguisher nozzle.
3. Lock nozzle in place using extinguishing point cover.
4. Discharge contents of fire extinguisher.
5. Repeat process with second fire extinguisher.
6. Report to the captain.
7. Monitor closely for duration of flight.

The first officer will likewise do the same with the cockpit extinguisher. This is done as a procedural matter once the smoke warning is given, regardless of whether or not one extinguisher appears to have put the fire out.

## 9.37 Trash Bin Fire

In the event of a fire occurring in a galley or lavatory trash bin, the flap, which is on top or on the front of the trash bin, will act as a barrier preventing fire getting out and oxygen getting in.

Follow standard fire fighting procedures

On no account are flight attendants to leave these flaps open permanently to make it easier to put rubbish into the bins. Such action would have very serious consequences in a fire situation.

## 9.38 Ballast Fire

Fluorescent ballast fires are brief and self-extinguishing. Notify the captain but be prepared to fight the fire if needed.

## 9.39 Flash Fire

A flash fire is an instantaneous fire, which may occur while the aircraft is being fueled. Causes of a flash fire may be:

- Electrical shorts
- Hot sparks
- Smoking/lit cigarettes

## 9.40 Volatile Fuel Fire

Flammable liquids are always covered with a layer of vapors when mixed with air and ignited. It is the vapor, not the liquid, that burns.

## 9.41 Aircraft on Ground - Fire Outside Cabin

**Immediate Action**

A. Notify the captain

B. Start deplaning passengers immediately through the clear exit.

C. If necessary, start evacuating passengers through the clear exit.

## 9.42 Aircraft on Ground - Fire in Cabin

**Immediate Action**

A. You find the fire, you fight the fire

(Only to save lives or to clear a path for evacuation)

B. Notify the captain

C. Never leave the fire. Delegate duties until ready to evacuate

D. Deplane or evacuate at the captain's discretion

## 9.43 Electrical Power Failure

**Immediate Action**

A. Notify the captain of location and extent of power failure

B. Keep passengers calm

(There will only be minor inconvenience such as toilet won't flush, lights in cabin won't work)

F. If an electrical power failure occurs during daylight:

- Safe flight operation of the aircraft is not affected.

G. If an electrical power failure occurs at night:

- Use a flashlight to check on each passenger and keep them calm.

**NOTE:** An electrical power failure may result from a number of causes, ranging from a tripped circuit breaker to generator failure. The extent of the electrical power failure may be confined to a small area such as the galley, lavatory or cabin lighting system or may include the entire cabin.

## 9.44 Aircraft on Ground - Suspected HAZMAT in Cabin

**Immediate Action**

A. Notify ramp agents.

B. Investigate suspected item.

If HAZARDOUS MATERIAL is found:

C. Notify passenger(s) that the item must be promptly removed from the cabin

D. Inform ramp agents of the situation

E. Report to the captain

**NOTE:** Immediate deplanement will result should the passenger refuse to cooperate

## 9.45 Aircraft Inflight - Suspected HAZMAT in Cabin

**Immediate Action**

A. Notify the captain.

B. Investigate suspected item.

If HAZARDOUS MATERIAL is found:

C. If possible, identify the item

D. Immediately isolate the item using any and all possible means

E. Relocate passengers from within the vicinity of the item if possible.

F. Identify to whom the item belongs

G. Report back to the captain:

- Identity of item. (If unable to identify the item, describe it as well as you can.)
- Isolation method used
- State of the cabin
- State of the passengers in the cabin
- Identity of the passenger to whom the item belongs

**NOTE:** For both situations, the flight attendant will submit an Incident Report to the director of safety. The report will state the actions taken and the name(s) of the passenger(s) involved.

## 9.46 Accident or Illness - Inflight

The flight attendant will ask the passenger if he would like to be examined by a physician. If the passenger wishes to have an examination, the station at which he is to deplane should be notified in advance of flight arrival requesting a physician. The Station manager should request from the physician a record or an analysis of the physician's findings.

## 9.47 Accident or Illness - On the Ground

### Boarding Passenger

The captain or the flight attendant will check immediately to see if there is an injury and will ask the passenger if they wish to have a physician check up rather than board the flight. If the passenger boards the flight, the captain or the flight attendant will check on the passenger occasionally during the flight, in case an injury becomes apparent later.

The dispatcher on duty will notify the director of operations who will then notify the general manager. The flight attendant will, as soon as practical, write an incident report detailing the event. The report will be filed prior to the ending of the flight attendant's shift and will be forwarded to the director of operations.

**Deplaning Passenger**

The captain or the flight attendant will quickly check to determine if there is an injury. Should an injury be apparent, or if the passenger complains of injury, the captain of the flight will use the above procedures as referenced within "Boarding Passenger".

The company station manager or designee will assume responsibility for the care of the passenger prior to the flight continuing on schedule. The flight attendant will assist where needed.

## 9.48 Death of a Passenger Inflight

Freedom air employees are not qualified to state officially the condition of a passenger's health.

The same principle should apply in the case of suspected death of a passenger. Depending upon the circumstances, consider the possibility of a passenger being alive until such time that competent authority can make a proper determination on the status of the passenger.

## 9.49 Security Threats

There are several types of security threats to the aircraft, crew or passengers. These can be divided into four levels of threat.

**LEVEL ONE: Disruptive Behavior - Suspicious or Threatening**

This can be irrational behavior, disorderly behavior caused by alcohol or drugs, abusive language, pointedly defiant acts or body language or unresponsiveness to instructions such as those pertaining to the seatbelt or no smoking rules.

The flight attendant shall notify the captain of any such behavior or suspicious activities of any passenger or passengers. No one should be allowed to get up and approach the cockpit doors. If the conduct continues after the passenger is notified in writing with the Incident Report, the next station shall be notified to have security or Law Enforcement Officer (LEO) personnel meet the aircraft upon arrival.

**LEVEL TWO: Physically Abusive Behavior**

Physically abusive behavior includes pushing, grabbing, slapping, hitting or kicking another person, or any deliberate attempt to damage another person's property; including the interior of the airplane. Physically abusive behavior may be just a short step from Level Three. This requires immediate notification of the next station so that LEO/Security personnel can meet the aircraft.

**LEVEL THREE: Life-Threatening Behavior (Weapon)**

One of the most serious markers in determining the seriousness of a passenger disturbance is a weapon. A weapon is the means by which a hijacker gains control of a large number of people through intimidation. The use of a weapon to cause harm, the display or even the threat of a concealed weapon, is life-threatening behavior. When possible, the flight attendant should make every peaceful attempt to see a weapon that is being referred to but not revealed.

Weapons include explosives, guns, stun guns, knives, clubs, wires or cords (for choking), chemicals, gases and flammable liquids. Even duct tape or bare hands (for choking) can be used as weapons.

Whether a weapon is displayed or not, when someone's actions or behavior threatens life in any deliberate way the crew should brace for an attempted hijacking - which may, in fact, already be underway. The captain should declare an emergency to Air Traffic Control (ATC), select the transponder to code 7700 and activate a diversion and landing plan at the next suitable airport. Notify Dispatch or the nearest station so that all agencies can be notified.

**LEVEL FOUR: Attempted Breach or Actual Breach of the Cockpit.**

The pilot should be protected from an intruder at all costs. To this end, the Closed Cockpit Doors policy adopted by Aviation Services, Ltd. is a preventative measure intended to minimize, if not altogether eliminate, the threat of a flight deck breach during flight.

Any attempt to breach the flight deck, whether attempted or merely threatened, is the most serious threat of all. With the increased security measures now in effect, such as hardened cockpit doors, a hijacker may prefer violence in the cabin, or the threat of violence, in favor of physical force to gain access to the flight deck. A threat to enter the cockpit, even if delivered in an understated manner, is a threat to gain control of the aircraft and use it as a weapon of mass destruction.

All passengers will be told to stay in their seats, the cockpit doors checked to ensure that they are securely latched. The captain will immediately declare an emergency, select transponder code 7500 and land at the nearest suitable airport. If time permits, notify Dispatch or the nearest station. An immediate landing is necessary to reduce the time the hijackers will have to carry out their intentions.

The most vulnerable targets for a hijacker intent on immobilizing a pilot are the head, neck and throat. The head, neck and throat of a pilot at his duty station should be well protected from intrusion by bulletproof cockpit doors. Jumpseat riders or other able-bodied personnel shall do everything in their power to prevent hostile invasion of the flight deck. In the event that the cockpit doors are forced, the fire axe is an excellent weapon.

Additionally, the flight attendant should use all available resources to prevent an intruder from penetrating the flight deck area. Use Federal Air Marshals, other law enforcement officers, and able-bodied passengers to overwhelm the intruder or intruders, to prevent a cockpit breach.

The pilot flying should be protected from the intruder at all costs.

## 9.50 Hijacking and Commandeering

**WARNING: Do not discuss policies and procedures in public. This information is for airline employees only.**

Hijacking is the control of an aircraft by an unauthorized person or persons with the intent of diverting its flight or controlling the aircraft on the ground. The purpose for controlling the aircraft is quite varied. Some for political reasons, some are done for ransom money, and others are done because the person does not understand his own actions. Each situation must be treated differently. Commandeering is the actual takeover of the aircraft by hostile action for the purpose of using it for hostile purposes.

The former procedures for handling this situation were slow, deliberate compliance. Now, however, the methodology has changed to include one of resistance at all costs, maintaining control of the cockpit and not allowing intrusion into the flight deck.

There are suicidal terrorists who are willing to sacrifice their own lives to commit terrorist acts by using an aircraft as a weapon. Preventing this is the main purpose of the crew's actions.

Experienced crewmembers will communicate with each other or ATC using plain language communication. This will less likely be misunderstood and appropriate actions can be taken that will reduce the chance of loss of life or property.

Training will only point out several possible courses of action, but you must arrive at one suitable to the situation. The correct response and course of action is contained in the training program. As much of this is of a sensitive nature, it is not spelled out in this manual.

The key point to remember is to not, under any circumstance, allow the hijacker to gain access to the cockpit. Immediately notify ATC and company (Dispatch), and through them, law enforcement authorities. In extreme circumstances, force may be needed to resolve the situation. If on the ground, remain on the ground no matter what threats are being used, and if able to evacuate the aircraft, do so.

**Flight Attendants**

The prime course of action is that under no circumstance must the hijacker be allowed to gain access to the flight compartment.

Another possible response would be resistance. When the hijackers are suicidal or attempting to use the aircraft as a weapon, then the crew may be in a life and death situation. Here, any type of resistance would be acceptable. The flight attendant would have to utilize any possible assistance available. This can include:

- Physically resisting - using any item on board as a weapon.
- Calling the pilots to notify them of the danger.
- Calling security or law enforcement for help.
- Enlisting the aid of other passengers.

In this situation, anything goes. It is a life and death struggle.

**Pilots**

Pilots have several courses of action in the event of a hijacking, none of which guarantee the end of the hijacking. Each event has its own individual characteristics (likened to a "life of its own") and must be dealt with accordingly. Manuals can provide direction but not the required course of action. Common sense and deliberate judgment, while lessening the danger to passengers and crew, is the best approach. If the hijackers are unable to use the aircraft, the passengers have a better chance of survival.

Pilots can communicate the situation to ATC by squawking 7700 on the transponder. Plain language communication shall be used. If an attempt at breaching the cockpit is made, squawk 7500, this will bring all authorities into immediate action, and the crew should be prepared to be intercepted by military aircraft. Review interception signals. Wherever you land, expect the FBI, local police and other agencies to be waiting for your arrival.

## 9.51 Hijacked Aircraft Notification

Pilots will try to let the company know of the event occurring to them. If unable to, for whatever reason, it is likely that Guam Center will automatically call the company for you.

Once Flight Operations becomes aware of the situation, they will immediately notify the general manager, and then notify the following agencies:

1. The airport authority that the aircraft was dispatched to.
2. The FBI in Guam: 472-7465 or during after working hours, 808-521-1411 which is the office in Honolulu.
3. The CMO Duty Officer in Honolulu: 808-837-8300.
4. FAA Security: 808-836-1055 or during after working hours: 310-725-3300/3301

## 9.52 Bomb Threat

**WARNING: DO NOT DISCUSS POLICIES AND PROCEDURES IN PUBLIC. THIS INFORMATION IS FOR AIRLINE EMPLOYEES ONLY.**

Explosive devices can come in any shape or form. They can be hidden to look like an every day item or even a child's toy. And in some cases they look like a timer and a bunch of wires leading to an explosive. However the form, the outcome is the same - a very deadly device.

### 9.52.1 Bomb Threat Procedures

As a vital member of the crew, your first defense is to be alert. Pay close attention during your pre-flight checks for items that are out of place or that have been tampered with. During boarding take note of difficult and problematic passengers. Do you have a passenger who does not want to comply with your directions to store articles? Are there passengers who seem to be distant or delusional, talking to themselves or, are being an annoyance to others? During flight, do frequent compliance checks of the cabin and lavatory. This will lead to the detection of an explosive device or other weapons if one was placed inside.

Another way a bomb may be found or detected might begin with a call from company dispatch relaying a bomb threat that they have received for your particular flight. If you receive a call from the flight deck crew advising you that a bomb may be onboard, follow the captain's instructions.

When information is received from any source that there is the possibility of sabotage or that a bomb is on board the aircraft, immediate action must be taken. ALL threats are to be taken seriously whether the threat is made on the ground or in the air. Threats are made for a variety of reasons, but it is not for the crew to make judgments in this area.

The crew will merely react as if a bomb has been planted on board. They will notify ATC and the company, unless the company has notified them, and the company will further notify law enforcement authorities.

If a passenger notifies a flight attendant or pilot that a bomb is aboard the flight, ask the person WHO placed the bomb onboard and WHERE it is located. This information will be treated as confidential and not disseminated to other passengers, thereby preventing confusion and panic.

If you suspect a bomb may be aboard your flight, first:

1. Remain calm.
2. Notify the captain immediately.

Remember that fear is contagious. Passengers will pick up on this from you. YOU are in charge of the cabin and likewise should be assertive with your directions.

REMAIN COMPOSED, COLLECTED AND CONTROLLED

If a flight attendant is notified by the pilots of a bomb scare, he is to notify the passengers that the aircraft is making a precautionary landing to conform to regulations and that the passengers will be further informed later by the crew upon landing.

Immediately after receiving instructions from the captain, the flight attendant will deplane the passengers using the regular passenger entrance. This should not be accomplished with haste of an emergency evacuation. The biggest factor to consider during evacuation is injuries.

The flight attendant shall join the passengers as soon as everybody is clear of the aircraft. Keep all passengers together and especially keep an eye on the passenger who notified you of the bomb.

### 9.52.2 Bomb Suspected - Ground

**WARNING: Do not enplane passengers.**

If passengers are on board the aircraft when the threat is received, quickly but safely deplane all passengers back to boarding area and have them TAKE ALL CARRY-ON ARTICLES with them. Keep all passengers together in the boarding area.

### 9.52.3 Bomb Suspected - In Flight

**Pilots**

If a passenger makes a bomb threat in flight or if the information that there is a bomb is received in flight:

1. Proceed immediately to the nearest suitable airport.
2. Advise ATC and the company of the situation.
3. Upon landing, taxi to the area designated by tower, away from the terminal and other congested areas.
4. Slowly and deliberately evacuate the aircraft.
5. Assist in the search of the aircraft.

If you find the bomb, leave it alone, and contact the authorities.

**Flight Attendant**

After receiving the threat report from the captain, the aircraft will divert to the nearest suitable airport. After your briefing from the captain, refer to the Explosive Device Quick Reference Checklist and follow the procedures listed.

1. Begin a systematic search of the aircraft cabin by starting at the rear of the aircraft, at the flight attendant station, and check all general areas for anything unusual.
2. Instruct passengers to discontinue the use of portable electronic devices.
3. Continue the search throughout the cabin's general areas. Overhead storage compartments, under unoccupied seats, etc. and report back any findings to the captain.
4. If nothing is found, the report is credible, and there is a real possibility of an explosive device being on board, it is now time to enlist the help of passengers.
5. Turn on cabin lights to BRIGHT and make the announcement located on the Explosive Device Quick Reference Checklist.
6. Have passengers check their carry-on baggage and the area around them for anything unusual. Remind them not to touch or move anything that they cannot identify as theirs.
7. Be methodical and systematic in your search.
8. If something is located, notify the captain immediately and most importantly DO NOT TOUCH THE ITEM.
9. Take note of what the item looks like, where it is and how it has been placed. Explosive experts may ask these questions while you are en route to the airport.
10. When the aircraft lands, the aircraft will taxi or be towed to a location on the airport that is away from the terminal. Passengers will be deplaned or, if the time of detonation is near, the passengers may be evacuated on the runway. If either happens, passengers will LEAVE ALL CARRY ON ARTICLES ONBOARD until such time they are cleared and given back to the owners.
11. Keep passengers together.

12. If the aircraft is maneuvering on the ground when the threat is received, it will return to the ramp. Again, authorities will instruct employees whether or not they may approach the aircraft. If the aircraft is in the parking area, authorities will decide whether or not to move it.

### 9.52.4 Bomb Relocation

As stated in the earlier paragraphs, no suspicious article or explosive device should be moved, touched, tampered with, handled or disturbed in any way. If the aircraft is in imminent danger, and is still airborne, the captain may instruct you to relocate the explosive device. Be assured that this would only happen in an extreme circumstance and only with the approval of explosive experts on the ground. Once you are advised that the bomb can be moved safely, proceed to move the item to the Least Risk Bomb Location.

Shorts Brothers have designated the lavatory floor as the least-risk bomb location. This means that if a bomb were to explode, the vital controls are located farthest from this area. That is, the elevator control cables, fuel lines, or brakes lines are not located in this area. If the suspect bomb can be safely moved, or you have reason to believe that it is about to explode, place the bomb on the lavatory floor, cover it with blankets, towels, coats, or any soft impact-absorbing material and close the door. Seat cushions provide excellent absorbing material. They are fire retardant and will provide good insulation from the effects of a blast. If possible try to use wet materials to lessen and absorb the blast. Move the passengers to ROWS 1-6 if possible.

If a device is located and cannot be moved, try to secure it in place and cover it with a wet material. Relocate passengers, 4 rows if possible, from the bomb location and be ready for an immediate orderly evacuation from the aircraft once on the ground. Mark the location of the bomb or suspected bomb clearly so that the authorities may readily locate it.

### 9.52.5 Explosive Device Quick Reference Guide

| | |
|---|---|
| **Stay Calm** | |
| Notify Captain | Done |
| **General Check Of:** | |
| F/A Station/Galley/Lavatory/Cabin | Done |
| All Cabin Lights On - All Passengers Awake | Done |
| **ANNOUNCEMENT:**<br>“LADIES AND GENTLEMEN, WE HAVE A SITUATION WHICH WILL REQUIRE YOUR COMPLETE COOPERATION. ABOVE ALL, REMAIN CALM AND DO JUST AS INSTRUCTED.”<br>"WE WILL BEGIN A THOROUGH SEARCH OF THE CABIN IN JUST A FEW MINUTES. DURING THE INSPECTION WE ASK THAT EVERYONE REMAINS SEATED, UNLESS YOU ARE ASKED TO MOVE BY A CREWMEMBER. WE WILL BE CHECKING THE OVERHEAD STORAGE COMPARTMENTS AND SEATING AREAS. OUR FIRST CONCERN IS THE IDENTIFICATION OF YOUR PERSONAL BELONGINGS".<br>"IF THERE IS ANY ITEM NEAR YOU THAT YOU CANNOT IDENTIFY, LEAVE IT ALONE. DO NOT MOVE IT. SIMPLY ADVISE THE FLIGHT ATTENDANT THAT YOU DO NOT KNOW WHOM IT BELONGS TO. IF YOU ARE ASKED TO OPEN YOUR CARRY ON BAGGAGE, PLEASE COMPLY IMMEDIATELY. TAKE NOTICE OF ANYTHING THAT YOU CANNOT REMEMBER PACKING OR IF ANYTHING SEEMS OUT OF PLACE".<br>"WE WILL NOW BEGIN THE INSPECTION. ONCE AGAIN, I ASK YOU TO STAY CALM, REMAIN SEATED AND DO NOT TOUCH OR MOVE ANYTHING THAT IS NOT YOUR OWN PROPERTY. I WILL REPORT OUR FINDINGS TO YOU WHEN WE ARE FINISHED. THANK YOU FOR YOUR COOPERATION AND ATTENTION". | |
| Select and Brief ABPs(If Necessary) | Done |
| Begin Passenger/Cabin Search | Done |
| **If Explosive Device is Found:** | |
| Notify Captain | Done |
| Obtain Captain’s Direction to Isolate Device | Done |
| **IF EVACUATION IS REQUIRED AFTER LANDING** | |
| **ANNOUNCEMENT:**<br>“LADIES AND GENTLEMEN, WE ASK FOR YOUR COOPERATION IN LEAVING THE AIRCRAFT AS QUICKLY AS POSSIBLE AFTER LANDING. LEAVE ALL OF YOUR CARRY-ON ARTICLES BEHIND. YOUR ARTICLES WILL BE RETURNED TO YOU ONCE THE ALL-CLEAR IS GIVEN.” | |
| **DEPLANEMENT AT RAMP** | |
| **ANNOUNCEMENT:**<br>"WE ARE REQUESTING THAT YOU PLEASE COLLECT ALL OF YOUR PERSONAL BELONGINGS AND LEAVE THE IARCRAFT AS QUICKLY AS POSSIBLE. AN INDIVIDUAL AT THE TERMINAL ENTRANCE WILL DIRECT YOU TO A WAITING AREA. PLEASE COMPLY WITH ALL REQUESTS MADE BY GROUND PERSONNEL." | |

## 9.53 Bomb Threat Notification

Any person receiving a bomb threat must notify Flight Operations and the general manager. Then Flight Operations will notify the following:

1. The airport authority where the aircraft either is or is going to land
2. The FBI in Guam: 472-7465 or during after working hours: 808-521-1411 which is the Honolulu office.
3. FAA Security: 808-836-1055 Monday through Friday, 0630-1600 HRS. After duty hours, notify: Western Pacific Ops Center at: 310-725-3300/3301.
4. If necessary the Explosive Ordinance Disposal Team (all stations) 671-366-4284
5. The CMO Duty Officer in Honolulu: 808-837-8300.

## 9.54 Crew Incapacitation

Crew incapacitation occurs when a crewmember is unable to perform his assigned tasks for any reason. During an aircraft accident, an injury can cause incapacitation. During any normal flight a crewmember may cease functioning for a variety of reasons. There are two major classes of incapacitation: obvious and subtle.

Heart attack, brain disorders, internal bleeding, and sudden kidney or gall stone attacks can cause obvious incapacitation. Periodic medicals reduce the probability of such occurrences however, medicals do not eliminate them completely.

Subtle incapacitation can be difficult to detect. The crewmember may lapse into a state of partial or complete unconsciousness. The person may not even be aware it is happening to himself. The causes could be minor brain disorders, heart attack, blood sugar imbalance, preoccupation with personal problems, or other miscellaneous causes. The following may assist in the identification of subtle incapacitation or may be indications for pending incapacitation.

1. Any abnormal deviations from standard operating procedures.
2. Abnormal or loss of cross check. (pilots)
3. Lack of use of Crew Concept.
4. Abnormal communication.
5. Inappropriate conversations or responses to questions.

This clearly demonstrates the need for standardized procedures, communication, and actions because deviations from normal procedures is a flag that something could be wrong.

If incapacitation occurs in the cockpit, the remaining pilot will fly the aircraft. Under almost every situation, an emergency should be declared and medical assistance requested to meet the aircraft upon arrival.

Should the flight attendant be unable to perform his/her duties, passengers are a good resource to use to assist in applying first aid. The flight should be terminated as soon as practicable at a suitable airport.

# Chapter 10: First Aid

## 10.0 General

The purpose of first aid is to provide temporary treatment to the victim until competent, professional medical care is available. The following information, in conjunction with the infection control plan, will provide the flight attendant with the necessary information to handle injuries and illnesses that may occur during a flight. Flight attendants do not perform medical procedures without professional medical supervision or proper training. Flight attendants do not receive medical training as a part of their normal training at Freedom Air and should only render services within their knowledge and skills on an emergency basis. In extreme stress everyone tends to go into shock, so the flight attendant must realize that the best method of successfully resolving the emergency is to maintain full control of him/herself.

By evaluating the situation, the flight attendant will get better control of him/herself and handle the emergency in a more efficient manner. As a part of the evaluation procedure, the flight attendant should inventory all available resources. This includes passengers who would be medically qualified. A general call should be issued to find any passenger who is a doctor, nurse, emergency medical technician or first aid instructor. Pilots may also radio for assistance and can probably obtain medical information or instructions from the ground.

Next, instructions must be given. This would usually mean that the flight attendant will get help from any other source and prepare for the next step, act.

It's easy to remember: evaluate, instruct, act.

## 10.1 First Aid Procedures

If you are ever in doubt which action to follow, remember A-B-C.

1. Check the airways.
2. Check the breathing.
3. Check the Circulation - Be sure the heart is functioning.
    - Once this is completed, then Treat For Shock (T-4-S).
    - An easy way to remember these four procedures is "A-B-C" then "T-4-S."

      Never give an unconscious person anything by mouth.
    - After these essential functions are completed, then:
        1. Look for signs of fractured bones. Breaks are often easily overlooked.
        2. Look for an emergency medical identification tag for special medical problems.
        3. Loosen clothing to make the victim more comfortable.
        4. Do not give anything to eat or drink unless it can be done with absolute safety.
        5. Do not move anyone unless danger exists. If required due to extreme danger, then move the victim without moving any limbs.

For any on-board emergency, all information should be forwarded to the pilots so proper medical care can be given to the victim upon arrival at the airport.

## 10.2 Lack of Breathing/Choking/Hyperventilation

**Lack of Breathing**

Symptoms would include: lack of color or bluish color of the skin, no visible breath, or blockage of air passages. Look, listen and feel for breathing. Attempt to learn the reason for the lack of breathing, such as a blockage. If possible, remove the blockage. If breathing does not return, then follow procedures listed in paragraph 10.21.

**Choking**

Symptoms of choking would include strange gurgling sounds, inability to speak, gesturing or clutching throat, silence, or change in skin color.

1. Ask the person if he is choking or any other question to learn if the person can speak. If he answers, then allowing the person to remove the blockage himself is best, unless he asks for help. If the person cannot speak, then go to step #2.
2. Look inside the mouth. If the reason for the blockage is visible, remove it.
3. If not visible and the victim is sitting or standing, then get behind the victim and place your fist, thumb side in, half way between the navel and the base of the ribs. With your other hand, rapidly thrust inward and upward (roughly in a “J” motion). Continue until the blockage is removed.
4. If the victim is lying down, straddle the victim and perform the same maneuver, only from this position, the thrust is a push, not a pull, and you may use the heel of your hand.

5. If the victim is a small child or infant, hold the child upside down by the feet, if possible, and pat the back and allow the obstruction to fall out.

6. If the victim is pregnant, then perform the thrust at the base of the rib cage, above the baby. An obese person is treated the same way.

**Hyperventilation**

This occurs during times of stress and is characterized by rapid unnecessary breathing. Have the person breathe into a sick sack several times until he calms down.

## 10.3 Profuse Bleeding

Quick action is required. Elevation of the wound may help if possible and if additional injury will not result. Stop the bleeding by:

- Direct pressure - Hold a sterile pad or bandage over the wound. If the bleeding is controlled and you are able to bandage it then do so. If not, hold it until medical attention is available.
- Pressure Points - Almost any place a pulse is found will work as a pressure point. If this does not work, then use a tourniquet as a last resort.
- Tourniquet - While it may not always be necessary, plan on an amputation resulting from this method.

**Internal Bleeding**

Internal Bleeding does not have an effective method of control. Treat the victim for shock, do not feed him anything, and get medical help immediately. Transport the victim horizontally.

## 10.4 Shock/Fainting

Have the victim lie down - If cold then warm him; if warm then cool him/her. Elevate feet if possible. Talk to the person. Be calm and reassuring. Shock is more psychological than physical. Even so, remember that this is one of the biggest killers in emergencies.

## 10.5 Chest Pain

Especially on older people, this is a symptom of a heart attack and must be treated seriously. While it may not actually be a heart attack, get the victim to a hospital immediately.

## 10.6 Cardiopulmonary Resuscitation (CPR)

When performing CPR, perform "A-B-C" and "T-4-S". The use of chest compressions maintains circulation and should be performed by certified personnel only. Compress the chest about 1 ½ to 2 inches on an adult to about a ½ inch to 1 inch on an infant. It is done about once every second. This procedure should never be performed on anyone who has a heart beat due to the danger of causing additional heart damage.

## 10.7 Stroke

The symptoms for a stroke are similar to a heart attack. Get medical help immediately. Perform the A-B-C and T-4-S. The person may be conscious or semi conscious. Get medical help immediately

## 10.8 Seizure

A person who has a seizure is sometimes confused with having a heart attack or stroke. Breathing will become labored or stop completely. Muscles, especially around the mouth, will become tense, and shaking of any or all muscles will occur. Have the person lie down, make the victim as comfortable as possible. If shaking occurs, clear the area of objects that may cause injury to the person. Do not attempt to clear the airway by putting anything in the mouth. Do not force the mouth open. Allow the seizure to run its course. Calling for medical help is a good idea, but recovery will most likely occur before any help is available. After the victim has recovered consciousness, then provide any assistance requested.

## 10.9 Diabetic Emergency

This type of emergency is easily confused with a heart attack or stroke. Check for an Emergency Medical Identification Tag. The instructions may include giving an insulin shot or giving orange juice if the person is conscious. Follow instructions. The wrong treatment could result in a fatality.

## 10.10 Child Birth

If a passenger is about to give birth to a baby, have the pilots land at the closest airport where EMT's can probably help.

## 10.11 Abdominal Distress

If abdominal distress occurs, make the victim as comfortable as possible and obtain medical help immediately. Abdominal pains could either be extremely serious or merely Indigestion that will disappear shortly.

## 10.12 Airsickness

Give the passenger a sick sack and as much air as possible. Isolate the other passengers from the victim because this sickness can be spread rapidly to other passengers. Clean the mess quickly and use an air freshener. Make the victim as comfortable as possible.

## 10.13 Injuries to the Extremities

If an injury occurs to the extremities, immobilize the victim, and treat for bleeding if necessary. Get medical assistance if the injury is serious. If the bleeding is from a fracture, do not use direct pressure, but rather, pressure points.

## 10.14 Injuries to the Skull, Spine, and Chest

Immobilize the victim. Protect the injury from movement and seek immediate medical assistance.

## 10.15 Eye Injury

If the injury is a result of a hazardous material contracting the eye, flush immediately with water. If the injury is a result of a physical blow, treat for bleeding and lightly cover with a sterile pad. In all instances get medical assistance immediately.

## 10.16 Ear Distress

If the ear hurts because of a blockage due to pressure change, then instruct the victim to hold his nose and gently blow to “pop” the ears. If a baby is crying, have the guardian pinch the nose shut in coordination.

## 10.17 Infectious Diseases or Conditions

Report suspected passengers to a quarantine officer.

## 10.18 Burns

Burns can be caused by either heat or chemicals. In both cases, applying cool water will decrease damage to the cells. Once the wound is thoroughly flushed and there is no broken skin, then apply a sterile pad. If the wound is open, do not apply anything and seek medical treatment immediately.

## 10.19 Hypoxia

This condition is generally associated with higher altitudes than Freedom Air operates.

## 10.20 Infection Control Plan

The Occupational Safety and Health Administration (OSHA) has issued a standard detailing ways that can substantially reduce risk of contracting a Blood borne disease on the job.

Although unlikely, it is possible that flight attendants could come in contact with body fluids contaminated with blood borne pathogens. The two most significant Blood borne diseases are hepatitis B (HBV) and human immunodeficiency virus (HIV).

HBV and HIV may be present in body fluids such as saliva, semen, vaginal secretions, menstrual discharge, amniotic fluids, and any other body fluids visibly contaminated with blood.

Blood borne pathogens may enter your body and infect you through a variety of means including:

1. An accidental injury by a sharp object contaminated with infections material.
2. Pen cuts nicks and skin abrasions even dermatitis and acne, and the mucous membranes of the mouth, eyes or nose.
3. Indirect transmission, such as touching a contaminated object or surface and transferring the infectious material to your mouth, eyes nose or open skin.

Universal Precautions is the concept of treating all human blood and certain human body fluids as if they are infected with HIV, HBV or other blood-borne pathogens. The idea of universal precautions should be followed in conjunction with other work practice controls.

Work practice controls are specific procedures that should be followed to reduce exposure. These work practice controls are as follows:

**Hand washing**

If infectious material gets on our hands, the sooner you wash it off, the less chance you have of becoming infected. Hand washing keeps you from transferring contamination from your hands to other areas of your body or other surfaces. If other parts of your body come in direct contact with blood, wash or flush with water as soon as possible. When hand-washing facilities are not available, antiseptic towelettes from the first aid kit should be used as a temporary measure. As soon as facilities are available, wash with soap and water.

**Personal Protective Equipment (PPE)**

Gloves are the most widely used form of personal protective equipment. They act as a primary barrier between your hands and Blood borne pathogens.

Disposable latex or nylon gloves should be worn when performing any task that might involve exposure to blood or any body fluid containing visible blood. If allergic to latex or nylon gloves, inform your supervisor so that your employer can provide another alternative. It is important that gloves fit tightly at the wrist to prevent hand contamination. If the gloves are penetrated by blood or other potentially infections material, remove them as soon as possible, and wash hands thoroughly.

**Glove Removal and Disposal**

You must follow a safe procedure for glove removal, being careful that no substances from the soiled gloves contact your hands. The following procedure should be used:

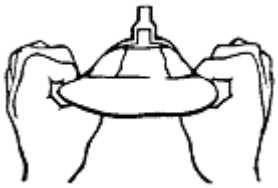
1. With both hands gloved, peel one glove off from top to bottom and hold it in the gloved hand.
2. With the exposed hand, peel the second glove from the inside, tucking the first glove inside the second.
3. Dispose of entire bundle promptly. Gloves should never be washed or decontaminated for re-use. Before leaving work area, remove gloves, place in designated area of disposal, and thoroughly wash hands.

Exposure Incident: If you are exposed, report the incident immediately to your supervisor.

1 2 3

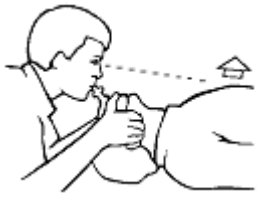
## 10.21 Resuscitation Devices

Pocket masks are types of personal protection equipment designed to isolate you from contact with a victim's saliva during resuscitation. Avoid unprotected mouth-to-mouth resuscitation. The victim may expel saliva, blood or other fluids during resuscitation.



Hold unit between fingers and push out with thumbs.

Pull neck straight and place over victim's nose and mouth.



Blow into mouthpiece and Observe chest rising.

Stop blowing. Move tube Slightly back to observe chest
falling.

For use with oxygen:
Place strap around head.

Attach oxygen tube to device.

For Infants: put device over entire head.

**NOTE:** Device is to be used upside down as shown.

## 10.22 Medical Considerations for Air Travel - General

All passengers must be able to proceed to an emergency exit under their own power. If anyone, for any reason, is unable to exit the aircraft under emergency conditions, an escort must be provided by the passenger to accompany the individual. Special briefing of the passenger and escort will be made to explain the procedure for emergency evacuation.

Pregnancies are acceptable until the end of the eighth month or in the ninth month when able to furnish a certificate for the trip from a medical doctor, stating that he has found the passenger to be fit for air travel. All pregnancies are acceptable if accompanied by qualified medical staff.

Passengers who, for established medical reasons, require oxygen will not be carried by Freedom Air.

If a flight attendant feels a passenger is unacceptable, the flight attendant will advise the captain of the flight and the situation will be discussed with the station manager or his delegate. Never talk about it within hearing distance of the passengers. The captain of the flight has the final authority.

## 10.23 Illness, Injury, Unconsciousness, or Death In-Flight

The flight attendant shall inform the captain of all injuries and cases of serious illness. If medical attention is advisable, the captain shall notify the next destination to have medical attention available upon flight arrival. He will give sufficient particulars regarding nature of illness or injury to guide a physician in making any decisions relative to ambulance, hospital, etc.

In the event that a passenger requires first aid, the following procedures must be followed:

1. Inform the pilots of the emergency.
2. Treat the passenger.
3. Request medical help from passengers. This help would come from a medical doctor (MD), doctor of osteopath (DO), registered nurse (RN), or any trained medical personnel.
4. Passengers may be assigned to assist with the administration of first aid.

The pilots will inform the ground station of the emergency, and land at the nearest suitable airport capable of providing appropriate medical assistance. They will request for an ambulance to meet the aircraft.

The captain of the flight will prepare and submit an appropriate Incident Report in the event of serious injury, serious illness, unconsciousness, or death. The following information will be required if a passenger is removed from flight. The flight attendant will obtain as much information as possible and appropriate to the following:

1. Name of pilot;
2. Aircraft type, model, and identification number;
3. Name of operator and flight number;
4. Name and address of passenger(s);
5. Sex and approximate age of passenger(s);
6. Nature of or presumed cause of injury, illness, unconsciousness, or death and altitude at the time of occurrence;
7. Narrative description of entire incident;
8. Whether or not oxygen was aboard and available for use. If so, whether or not oxygen was used and how it was administered;
9. Other drugs or procedures administered; and
10. If death occurred, the name and address of doctor attending is required.

## 10.24 Stretcher Patients

Stretcher patients are not transported.

## 10.25 Emotionally or Mentally Disturbed Passengers

Passengers who are emotionally or mentally disturbed can not be expected to be able to perform normally during an emergency evacuation. Therefore, they will have an escort. This will require a special briefing on emergency evacuation duties. Care must be also exercised so that the disturbed passenger does not interfere with the other passengers' enjoyment of the flight.

## 10.26 Mentally Retarded Passengers

Passengers who are mentally retarded can usually be treated as normal passengers; however, since the mental development is not as rapid as normal, applying the techniques used with children would be appropriate in most situations. Normally, children will sometimes disturb other passengers or have difficulty finding their way. This may happen with retarded passengers. Most will pose no problem.

# Chapter 11: Passenger Announcements

## 11.0 Passenger Announcements

Making passenger assistance (PA) announcements is an important part of our job. By providing this, you are relaying important need-to-know information to our passengers. When delivering your announcements, it is imperative that you use a clear and distinct voice so passengers are able to understand you with little or no difficulty.

Prior to the first flight each day, as part of your pre-flight of the cabin, the PA system and/or megaphone will be checked for adequate volume and clarity of sound throughout the cabin. If there are any problems with your PA or megaphone, notify the captain. If the cabin PA system is placed inoperative, the flight attendant will then make her announcements using the megaphone, or will brief each passenger individually or as a group, ensuring that each passenger has heard the briefing.

When making your announcements, use a well modulated and calm voice. Speak clear and slow. Remember that you are also competing with the noises of the aircraft engines. You should never shout into the PA or megaphone when doing your normal announcements. Keep in mind that all passengers are different. If you feel a passenger appears to be having difficulty understanding your announcements, then adjust your pitch or volume. If you still feel that someone is having difficulty understanding you, approach the person when you have completed your announcements and ask if he/she would like you to say the announcement again for his/her benefit. Plan and organize what you are going to say.

**Proper Use of the PA System:**

1. Depress the button;
2. Keep rate of speech slower than normal;
3. Pronounce each word clearly and distinctly;
4. Give exact information;
5. Maintain a pleasant tone and confident manner;
6. Maintain a pleasant facial expression; and

**Proper Use of the Megaphone**

1. Hold megaphone, directing it to the middle of the cabin.
2. Squeeze trigger
3. Speak into megaphone

**Do -**

- Ask an extra crewmember (if appropriate) to advise you if cabin speaker output of your announcement is unsatisfactory;
- Inform the captain to write up the speaker system in the Flight Maintenance Log, if unsatisfactory;
- Make announcements to explain departure delays, any change in flight plan, or circuitous routing, such as being routed north to avoid traffic when your destination is actually south;
- Be careful of the impression your announcement makes on passengers; and
- Announce arrival delays.

Do not -

- Blow into the telephone to test the system;
- Make announcements during take-off initial climb, or landing, unless necessity requires;
- Make your announcement too long;
- Make announcements too frequent;
- Go into detail to describe mechanical problems or repair;
- Use the term “mechanical difficulty”. Use “servicing” where appropriate;
- Make abrupt announcements that would tend to startle passengers;
- Blame other operators or agencies in any situation; or
- Dwell on a delay after offering a simple apology.

## 11.1 Briefings and Announcements

**Welcome Briefing**

*“Hafa adai ladies and gentlemen, and welcome aboard Freedom Air flight _____ to _____. In preparation for our departure, all hand carried items must be placed completely under the seat in front of you, keeping your foot area clear, or in an overhead storage compartment. Passengers seated in rows 1 and 10 may be called upon to assist in the unlikely event of an emergency.*

*Please refer to the emergency briefing card located in the seat pocket near you. If you are unable or choose not to perform one or more of these functions, please let me know at this time.”*

**Individual Exit Row Briefing**

*“You are seated in an exit row. Please look at these requirements. (Show briefing card and point to exit row requirements) Are you willing to meet these requirements? Do you have any condition that will prevent you from performing these duties? Will you suffer any harm from performing these duties? Do you not wish to perform these duties?”*

**Before Takeoff Announcement**

*“This is Freedom Air flight _____ now ready for immediate departure, welcome aboard. For security reasons, the doors located at the front of the cabin are the flight deck doors. No unauthorized person should attempt to approach or enter the flight deck at any time.”*

**Safety Briefing**

*"Ladies and gentlemen, welcome aboard! At this time, I would like to point out the safety features onboard our Shorts SD3-60 aircraft, please follow along with the safety information card located in the seat back pocket in front of you while I explain.*

*Our aircraft is equipped with four (4) emergency exits. Two (2) window exits are located in the front portion of the aircraft in row one (1) and two (2) floor level exits are located in the rear of the aircraft in row ten (10). Exit signs are overhead clearly pointing out the exits, as well as track lighting along the floor, which will illuminate in the event of an emergency. Please take a minute to locate the exit nearest you.*

*To fasten your seatbelt, place the flat metal portion into the buckle. To tighten, pull on the strap. Keep your seatbelt fastened low and tight. And to release, lift up on the top portion of the buckle. Federal law requires compliance with all lighted information signs and compliance with crewmember instructions concerning the use of the seatbelts. Also please check that the arm rests, located between the double seats are lowered during taxi, takeoff and landing.*

*Our aircraft is equipped with personal flotation devices. In the event of a water landing, pull the vest out from the pouch beneath your seat, tear open the package and place the vest over your head. Fasten the straps around your waist and buckle it. Tighten the strap by pulling on the loose end. To inflate the vest, pull on the red tab only as you exit the aircraft. If the vest fails to inflate, blow into the red tubes located on the side of the vest. Federal law prohibits removal of a life-vest from the aircraft.*

*This is a non-smoking flight. Smoking is prohibited at all times. Smoking is also prohibited in the aircraft lavatory. Federal aviation regulations require passenger compliance with the lighted passenger information signs, posted placards, and areas designated for safety purposes as non-smoking areas. Federal law also prohibits tampering, disabling, or destroying of the smoke detector in the aircraft's lavatory and requires compliance with crewmember instructions in regards to these items.*

*All portable electronic devices including cellular phones are prohibited. If you have any electronic devices, please store them in your carry-ons at this time.*

*In preparation for our departure, please check once again to see your seatbelt is securely fastened, all seat back and tray tables are in their full and upright locked positions and all hand carried items are stored securely at this time."*

**Seatbelt (After Takeoff)**

*"Ladies and gentlemen, for security reasons, all passengers are required to remain in their seats with their seatbelts fastened throughout the flight. If you require assistance, please notify me using your attendant call button located on the panel above you."*

**Seatbelt (Sign Turned Off)**

*"Ladies and gentlemen, the seatbelt sign has been turned off. However, we recommend that you remain seated with your seatbelt fastened."*

**Seatbelt (Sign Turned On)**

*"Ladies and gentlemen, the captain has turned on the fasten seatbelt sign. At this time we ask that you please fasten your seatbelts."*

**Arrival (Before Landing) "10 Minutes Out"**

*"Ladies and gentlemen, we have begun our descent to _____. At this time, please check to see that your seatbelts are securely fastened low and tight, seatbacks and tray tables in their full upright and locked position, and all carry on baggage has been stored in an overhead compartment or under the seat in front of you."*

**Arrival (Turbulence)**

*"Ladies and gentlemen, the captain has just turned on the fasten seatbelt sign as we have encountered some turbulence. Please return to your seat at this time and check to see that your seatbelts are securely fastened. Thank You."*

**Arrival (After Landing)**

*"Ladies and gentlemen, welcome to_____. For your continued comfort and safety, we ask that you please remain seated with your seatbelt securely fastened until the aircraft has comes to a complete stop at the terminal. Prior to leaving the aircraft, please check around you for your personal belongings (that you have brought onboard today). We hope that you enjoy your stay here on _____.We look forward to serving you again on Freedom Air."*

**ARRIVAL – (Transit Stops) - GUM-SPN**

*"Ladies and gentlemen, welcome to_____. For your continued comfort and safety, we ask that you please remain seated with your seatbelt securely fastened until the aircraft has come to a complete stop at the terminal. For those passengers continuing on to _____, we shall be on the ground for approximately _____minutes. We ask that you please remain on board. As a reminder there is no smoking during our short ground time here.*

*Thank you for flying with us, and we look forward to seeing you again on Freedom Air."*

**ARRIVAL – (Transit Stops) - SPN-GUM**

*"Ladies and gentlemen, welcome to_____. For your continued comfort and safety, we ask that you please remain seated with your seatbelt securely fastened until the aircraft has come to a complete stop at the terminal. For those passengers continuing on to _____, we shall be on the ground for approximately _____minutes. We ask that you please exit the aircraft, collect all your belongings, and clear through TSA and Immigrations.*

*Thank you for flying with us, and we look forward to seeing you again on Freedom Air."*

**Delayed Departure**

*"Ladies and gentlemen, we apologize for the delay we are experiencing and we will be underway as soon as possible. Please remain seated with your seatbelt fastened. Thank you."*

**Request to Remain Seated While Taxiing**

*"Ladies and gentlemen, as a reminder, we are not yet parked at the terminal. For your continued safety and comfort, please remain seated with your seatbelt securely fastened until the aircraft has come to a complete stop at the terminal and the captain has turned off the fasten seatbelt sign."*

**Apology (After Departure)**

*"Once again we wish to apologize for any inconvenience you may have experienced because of the delay. We look forward to serving you again in the very near future. We thank you for flying with Freedom Air. If there is anything I can do to make your flight more enjoyable, please do not hesitate to ask."*